

## Complaints

**Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.**

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: [mediation@qover.com](mailto:mediation@qover.com)

### **QOVER SA Mediation Department**

Rue du Commerce, 31  
1000 Brussels  
Belgium

Phone: +358 800 552087

If the matter has not been resolved to your satisfaction, you may also write to:

### **La Médiation de l'Assurance,**

TSA 50 110  
75441 Paris cedex 09  
France

Website: <http://www.mediation-assurance.org/Saisir+le+mediateur>

The complaints handling arrangements above are without prejudice to your right to start judicial proceedings.

### **Public court**

Like other disputes, you may also proceed to a public court to have your case tried. In such cases, contact your nearest district court if you want to know more about how to proceed.