

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

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.