

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: + 308008481566

The Insurer or the person specified as above, who has been assigned to act on their behalf, aims to provide you with his decision on your complaint in writing within 50 calendar days from the date of its receipt.

If the issue is not resolved in a way that satisfies you, you can send a letter to the address:

Bank of Greece

Insurance Supervisory Authority
21, El. Venizelou str
102 50 Athens, Greece

Phone: +30 210 320 1111

Fax: +30 210 323 2239/2816

Email: complaints@bankofgreece.gr

Hellenic Consumer's Ombudsman (Synigoros Tou Katanaloti)

144, Alexandras Avenue
114 71 Athens, Greece

Phone: +30 210 646 0862

Fax: +30 210 646 0414

Email: grammateia@synigoroskatanaloti.gr

Complaints addressed to the Hellenic Consumer's Ombudsman must be submitted within three (3) months from the date since you realised the error or the omission.

General Secretariat for Consumer Affairs (Geniki Grammateia Ypotheseon Katanaloti)

Kaniggos Square
10181 Athens, Greece

Phone: +310 210 646 0862

Fax: +30 210 646 0414

Email: info@efpolis.gr

The afore mentioned procedure of complaints management does not affect your legal rights.