

## 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: +385800200343

First instance complaints will be resolved within 15 days of you lodging the complaint.

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

### **The Mediation Centre of the Croatian Insurance Bureau**

Martićeva 71  
10 000 Zagreb  
Croatia

T: +385 1 46 96 600

F: + 385 1 46 96 660

E-mail: [huo@huo.hr](mailto:huo@huo.hr)

Website: [www.huo.hr](http://www.huo.hr)

Second instance complaints will be resolved within 15 days of you lodging the complaint.

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