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: +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
Website: 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.