

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: +354 539 3513

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

Insurance Complaint Board

Kalkofnsvegur 1,
101 Reykjavík

Phone: 596 9600

Email: urskvatr@sedlabanki.is

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.