

## 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: +353 1800 852 338

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

### **The Financial Supervision Commission**

The Financial Services Ombudsman Bureau

3rd Floor  
Lincoln House  
Lincoln Place  
Dublin 2

Locall: 1890 882090

Tel: +353 1 6620899

Fax: +353 1 6620890

or email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

website – [www.financialombudsman.ie](http://www.financialombudsman.ie)

The Financial Services Ombudsman will examine complaints from all customers, except limited companies with a turnover of €3 million and above.

The European Commission also provides an on-line dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The administrator's ADR scheme for consumers in Ireland is the Financial Services Ombudsman, which can be contacted directly using the contact details above. For more information about ODR please visit <http://ec.europa.eu/odr>.