

## 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) (all products except bike), [complaints@qover.com](mailto:complaints@qover.com) (for bike product only)

For the bike product, if you are not satisfied, you may write in second instance to: [mediation@qover.com](mailto:mediation@qover.com)

### **QOVER SA Mediation Department**

Rue du Commerce, 31  
1000 Brussels  
Belgium

Phone: + 39 800 694 371

If the matter has not been resolved to your satisfaction, or in case of no reply within 45 days, you may write to:

### **IVASS**

Via del Quirinale, 21  
00187 Rome

Fax 06.42133206

Pec: [ivass@pec.ivass.it](mailto:ivass@pec.ivass.it)

Website: [www.ivass.it](http://www.ivass.it)