



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: + 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

Website: www.ivass.it