

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: +37080000485

Your complaint will be answered in writing within 15 business days of its receipt, and in particularly complex cases – within 35 business days of its receipt. The response to the complaint may be sent by email, if the person submitting the complaint so requests and states the e-mail address.

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

Bank of Lithuania

Supervision Service

Zalgirio street 90
LT-09303 Vilnius, Lithuania

Tel: +370 5 268 0501 or +370 5 268 0502

E-mail: pt@lb.lt

Website: www.lb.lt/consumer_protection

The complaints handling arrangements above are without prejudice to your right to start judicial proceedings.