

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: +3225882550

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

La Médiation de l'Assurance,

TSA 50 110,
75441 Paris cedex 09,
France

Website: <http://www.mediation-assurance.org/Saisir+le+mediateur>

or

the Ombudsman of insurance,

Square de Meeûs 35
1000 Bruxelles

Phone: +32 2 547 58 71

E-mail: info@ombudsman.as

Website: <http://www.ombudsman.as/fr>

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