



## 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: +37180205190

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

Your complaint will be answered within 20 business days of its receipt or where providing the response within this term is objectively impossible, you will be notified on this fact and informed on the term within which the answer be provided.

### **Ombudsman for the Latvian Insurers Association,**

Lomonosova iela 9-10,  
Rīga  
LV-1019  
Latvia

Website: <http://www.laa.lv>

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