

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: +44 800 088 57 86

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

The Office of the Arbiter of Financial Services,

First Floor,
St Calcedonius Square,
Floriana, FRN 1530,
Malta

Freephone (calls originating in Malta): 80072366

Telephone: +00356 21249245

Email: complaint.info@financialarbiter.org.mt

Website: www.financialarbiter.org.mt

More information on how to file a complaint with the Arbiter for Financial Services can be found under: https://financialarbiter.org.mt/en/for_consumers/Pages/Submit-a-Complaint.aspx

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