

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: +47 800 24 943

If the matter has not been resolved to your satisfaction, you may file a complaint to Finansklagenemnda.

Complaints are submitted electronically via the complaint form at www.finansklagenemnda.no. Finansklagenemnda can also be contacted on telephone +47 23 13 19 60, and the secretariat has a duty to provide guidance to the public.

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

Public court

Like other disputes, you may also proceed to a public court to have your case tried. In such cases, contact your nearest district court if you want to know more about how to proceed.