

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.

You can file a complaint:

- in writing – by post to the address:
QOVER SA Mediation Department
Rue du Commerce, 31
1000 Brussels
- orally – by telephone to +48800088004
- electronically – by email: mediation@qover.com

We will answer your complaint without undue delay but not later than 30 days after we receive it. You will receive our answer in writing or via another durable medium (if you request that the answer be delivered via another durable medium)

In extraordinarily complicated cases, if we cannot handle your complaint and answer it within 30 days, we can extend our deadline to answer your complaint up to 60 days after we receive your complaint. In this case we will inform you about the extension and explain the reasons for our delay, the circumstances which need to be determined in order to handle your case and the estimated time in which we will handle your complaint and send you our answer.

If the matter has not been resolved to your satisfaction or in case of our failure to perform actions resulting from the complaint resolved in accordance with your will in a timely manner, you may write to:

Rzecznik Finansowy

Al. Jerozolimskie 87
02-001 Warszawa

T 22 333 73 26, 22 333 73 27

F 22 333 73 29

E biuro@rf.gov.pl

You can also ask for help from the municipal and district Consumer Ombudsman.