

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: +3518882880091

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

Insurance and Pension Funds Supervisory Authority (ASF)

Av. da República, 76
1600-205 Lisboa, Portugal

Phone: (+ 351) 21 790 31 00

Website: asf@asf.com.pt