

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: +40800630029

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

The Romanian Financial Supervisory Authority

Petitions may be sent via the Online Portal (available at https://portal.asfromania.ro/portal_ext/login.xhtml) or via post/courier at the following address:

Autoritatea de Supraveghere Financiară

Bucharest, District 5,
Splaiul Independenței no. 15
Postal code: 050092

The Romanian Financial Supervisory Authority may be contacted for further guidance at:

Helpline: 08 00 82 56 27
Tel: +4 02 16 68 12 08

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