

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: +421800601520

If the matter has not been resolved to your satisfaction, pursuant to the Act No. 391/2015 Coll. on alternative consumer dispute resolution, as amended you may write to entity dealing with alternative dispute resolution, for example:

Slovenská asociácia poisťovní

Útvar poisťovacieho ombudsmana,
Bajkalská 19B,
821 01 Bratislava, Slovakia,

Website: <https://www.poisťovaciombudsman.sk/>

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