

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: +4620889827

In addition to contacting us, you, being a consumer, are always entitled to contacting Allmänna reklamationsnämnden (ARN) and Konsumenternas försäkringsbyrå in accordance with the following.

Allmänna reklamationsnämnden (ARN) and Konsumenternas försäkringsbyrå

ALLMÄNNA REKLAMATIONSNÄMNDEN (ARN)

Box 174
101 23 Stockholm

Telephone number: 08-508 860 00

Email address: arn@arn.se

Website: www.arn.se

KONSUMENTERNAS FÖRSÄKRINGSBYRÅ

Karlavägen 108
104 51 Stockholm

Telephone number: 08-22 58 00

Website: www.konsumenternasforsakringsbyra.se

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.