

# **Official Disclaimer**

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Please consult with a translator for accuracy if you are relying on the translation or are using this site for official business.

## **QBH Complaint Handling Procedures**

Q BROKERS INSURANCE AND REINSURANCE SA, with the intention of continuously improving the services it provides, asks its clients and / or third parties (beneficiaries of insurance indemnity, etc.) to inform in writing if any concerns arise, so that potential complaints can be identified and addressed effectively. It is our obligation and we will do our utmost to promptly, fairly and impartially manage the complaints that our clients may report to us in order to investigate and resolve them. In order to provide information on how to form such a complaint, the description of the procedure that is followed by our Company regarding complaints management is briefly described below, whilst for anything that has not been included in writing below, the Act of the Executive Committee of the T.τ.Ε. (Bank of Greece) is applicable (89 / 05-04-2016).

**1.** "Complaint" means a statement of dissatisfaction addressed to an insurance intermediary by a person receiving the services of the Insurance intermediary. The notion of complaints does not include the announcement of claims or claims for compensation or the simple requests relating to carrying out the policy and the provision of information or clarifications.

**2.** "Claimant" means a person who is deemed to have a claim to be heard by an insurance intermediary who has already formed a complaint such as the policyholder, the insured person, the beneficiary of the indemnity and / or the injured third party.

**3.** In order to be able to process the complaints, it is absolutely necessary to have the identification details of the claimant, concise description of the complaint at our disposal, the insurance branch to which the complaint relates and the contact information of the claimant must be made available, while it is desirable to know how the claimant wishes to receive the acknowledgment of receipt confirming the receipt of the complaint.

**4.** For the submission of the complaint there is a special form to be filled in both physical form at our Company's offices and in electronic form on our website [www.nequsbrokers.com](http://www.nequsbrokers.com). The complaint may be sent by fax to 2162008099, by e-mail to [l.manouskou@qbrokers-hellas.com](mailto:l.manouskou@qbrokers-hellas.com), by mail or by delivery to our Company's headquarters, Syngrou Avenue, No.171, Nea Smyrni Attica, T .K. 17121.

**5.** Upon receipt of the form by our Company, which would contain the complaint, as well as the details mentioned above, the claimant will receive receipt of the complaint, on paper or electronically at his / her choice, where he / she will be notified of the contact details of the person responsible for the handling and investigation of the complaint, updating him / her as to the type of information that the applicant is required to provide for the investigation of the complaint or any documents that are necessary to provide to further investigate the complaint and a brief mention of the process to be followed.

**6.** Within fifty (50) calendar days, starting from the date that the complaint was issued, the process will be completed, the complaint will have been answered in writing and reasoned. If the complaint is not fully satisfied, the Company will explicitly state to the claimant that he / she has the right to adhere to his / her complaint. If the Company exceeds the above time, the exceeding of this deadline will be specifically and in writing justified to the applicant and a new time will be determined for responding to the complaint.

**7.** The claimant will be informed by the complaints' handler responsible for the course of its investigation.

**8.** In every case, the Company states to any claimant, that the use of the Complaint Handling Procedure is offered at no cost and it **does not interrupt or suspend or limit your legal rights.**

**9.** Information is provided to each of the claimants that there is an option for out-of-court settlement and claimants may address any of the following principles:

- The Bank of Greece, Private Insurance Supervision Division (Δ.Ε.Ι.Α.), 3 Amerikis Street, T.K. 10564, Athens, tel. 210 3205222, <http://www.bankofgreece.gr>.

- The General Secretariat of the Consumer of the Ministry of Development, Competitiveness, Infrastructure, Transport and Networks, Kanigos square, T.K. 10181 Athens, tel. 1520, <http://www.efpolis.gr/>.

- The Independent Consumer Ombudsman Authority, <http://www.synigoroskatanaloti.gr>, 144 Alexandras Avenue, T.K. 11471, Athens Tel. 210 6460862, 210 6460814, in accordance with the provisions in force.

**10.** At least once a year and urgently whenever deemed necessary, the Head of Complaints Handling shall report to the Company's Management, recording any weaknesses and shortcomings in procedures that may constitute legal and operational risks for the Company and have been identified by the operation of the complaint procedures and the analysis of their relevant data.

**11.** Whenever requested by the Bank of Greece, the Company provides written information about the complaints that concern us.

**12.** As defined by Law, the Company's staff have been informed in writing of our Company's policy of handling complaints.