

Complaints Management Policy Information

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In **INSURANCE COMPANY EUROINS BRANCH GREECE**, we are committed to providing the highest quality products and services that best meet your needs. If, however, for any reason, you are not satisfied with our products and services, we encourage you to contact us in order to resolve your issue.

- We find ourselves in the position to treat complaints effectively and rapidly, without any trace of bias based on the principles of ethics, transparency, reliability and dignity that govern us, always respecting the confidentiality of your personal data.
- Once we receive your complaint, the Objections Management Department will inform you in writing about its receipt in one (1) business day.
- Our aim is to resolve complaints as quickly as possible and within twenty (20) calendar days from the date of receipt, having as a maximum limit the fifty (50) calendar days as designated by the Bank of Greece (BoG). If, for any reason, the Company is unable to reply within the set limit for reasons of force majeure, you will be informed about the reasons of the delay as well as about the estimated time needed to process the complaint.
- If you have any questions or need further clarification or information regarding the status of your filed complaint, you can always contact us via the aforementioned methods listed on a previous Annex of this document.
- In case you are not satisfied with our reply, you may contact the following Competent Authorities:
- **Bank of Greece (BoG), Supervision of Private Insurance (S.P.I.)**, 3, Amerikis Str., P.C. 105 64, Athens, tel: (+30) 210 32 05 222.
- **General Secretariat for Consumer Affairs, Kanigos Sq.**, P.C. 101 81, Athens, tel: 1520

- **Hellenic Consumers' Ombudsman, 144, Alexandras Av.,** P.C. 114 71,
Athens, tel: (+30) 210 64 60 862 – 210 64 60 814.