

Complaints Handling Procedure

How to Complain

Our objective is to provide you with a high level of service at all times. With the best intentions we accept that there may be an occasion where you feel we have not met this objective. If there is a problem, please let us know and we will try to provide a solution as quickly as possible. You can tell us about a complaint in writing or by email. Please provide us with the following information when you contact us:

- Full details of your complaint
- Your Certificate/Policy Number
- What you think we should do to put things right
- Photocopies of any relevant / supporting paperwork

Postal Address:

Medibroker Europe – Service Courrier (Mail Service)
1, rue du Mont
CS 80010
81700 Blan
France

Office Address:

Medibroker Europe
14 rue Gerty Archimède
75012 Paris
France

Email: EU.complaints@medibroker.com

Our service promise to you

We always aim to resolve your complaint within 2 working days however if that is not possible then we will:

- Confirm receipt of your complaint in writing within 2 days and let you know who is handling it.
- Investigate your complaint and give you an answer as soon as possible and within 8 weeks of receipt.
- Keep you advised of progress and the options available to you at regular intervals.
- Explain the next steps if we are unable to reach an acceptable resolution.

What to do if your complaint remains unresolved

If the dispute persists and if no amicable solution can be found, You may, without prejudice to the other legal remedies available to you.

You may contact the French Insurance Ombudsman - "La Médiation de l'Assurance"
TSA 50110
75441 Paris Cedex 09
France

Or electronically, by filling out a referral form on the Insurance Mediation: <http://www.mediation-assurance.org/>
Section : « je saisis le Médiateur »

If your plan was purchased remotely via the Internet, you can also apply to the relevant ombudsman by lodging a complaint on the European Commission's dispute resolution website at the following address:
<http://ec.europa.eu/consumers/odr/>

You can also contact the Prudential Supervision and Resolution Authority (Autorité de Contrôle Prudentiel et de Résolution or ACPR): 4 place de Budapest, CS 92459, 75436 PARIS CEDEX 09 - <http://acpr.banque-france.fr/accueil.html>.

This does not affect any other legal recourse available to you.

Please talk to us first. We are able to resolve most of the complaints we receive, so we hope you will always feel able to contact us first. Also, please remember that the Ombudsman will normally only consider your complaint once you have tried and failed to resolve it with us.