

# Convex Europe S.A. Complaints Handling Process

**We** always aim to provide **You** with the best possible service. If **You** feel that **We** have not provided the best possible service or made an error, then please advise **Us** in the first instance. **We** will take **Your** complaint seriously and do **Our** best to investigate and resolve it as quickly as possible. **We** have established the following complaints handling procedure to ensure that this happens.

## Step 1

Tell **Us** about it. There are different ways **You** can do that.

1. Communicate with **Your** Broker and let it know that **You** are dissatisfied with the service **You** have received and tell them why.
2. Contact **Our** complaints' team:  
**Email:** [complaints.europe@convexin.com](mailto:complaints.europe@convexin.com)  
Convex Europe S.A.  
37 Boulevard Joseph II, 2ème étage, L-1840 Luxembourg, Grand-Duchy of Luxembourg.

**We** will acknowledge **Your** complaint promptly and **We** will let **You** know who will be handling their complaint and provide **You** with their contact details.

## Step 2

**We** aim to resolve **Your** complaint as soon as possible. If it is complicated or **We** need to investigate the circumstances further, then **We** may not be able to resolve it straight away and it may take longer depending on its complexity. **We** aim to get **You** a final response within thirty (30) calendar days of receiving **Your** complaint. If **We** cannot do so, then **We** will tell **You** why it is taking more time and let **You** know what **We** are doing and how long **We** expect it will take to resolve.

## Step 3

If **You** are not happy with **Our** response, or actions, and feel that the matter has not been resolved to **Your** satisfaction, then **You** may take it further as set out below:

1. If the complaint is not resolved to **Your** satisfaction or **You** have not received a final response, **You** may contact **Richard Williams**, the General Manager (Dirigeant Agréé) of Convex Europe S.A. who can advise **You** on how to proceed further and may be able to help in resolving the problem.  
**Telephone:** (+352) 27 86 22 76  
**Email:** [richard.williams@convexin.com](mailto:richard.williams@convexin.com)
2. As Convex Europe S.A. is a Luxembourg insurance company, **You** may also be entitled to refer the dispute to the supervisory body:  
Commissariat aux Assurances  
7, boulevard Joseph II,  
L-1840 Luxembourg  
**Telephone:** (+352) 22 69 11 – 1  
**Email:** [caa@caa.lu](mailto:caa@caa.lu)  
**Website:** [www.caa.lu](http://www.caa.lu)



## **Convex Europe S.A.**

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