

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
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
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
11, rue Robert Stümper
L-2557 Luxembourg
Telephone: (+352) 22 69 11 – 1
Email: caa@caa.lu
Website: www.caa.lu



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37 Boulevard Joseph II, 2ème étage,
L-1840 Luxembourg, Grand-Duchy of Luxembourg.
(+352) 27 86 22 76

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