

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 them 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 **Your** 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 there are options to take it further as set out below:

1. **You** may contact **Giuseppe Indizio** the Head of Compliance of Convex Europe S.A. UK Branch, who can advise **You** on how to proceed further and may be able to help in resolving the problem.

Email: giuseppe.indizio@convexin.com

Where you meet the local definition of a consumer, then Convex Europe S.A., UK Branch needs to give **You** their final response within eight (8) weeks of **Your** complaint, depending on what **You** are complaining about.

OR

2. **You** may also be eligible to refer **Your** complaint to your home country Ombudsman or Financial Services Regulator according to the applicable local laws/regulation in limited circumstances if **You** remain dissatisfied with **Our** final response.

OR

3. As Convex Europe S.A. is a Luxembourg insurance company, **You** may also be entitled to refer the dispute to the supervisory body:

Telephone: (+352) 22 69 11 – 1

Email: caa@caa.lu

Website: www.caa.lu

4. In addition, **You** may be eligible to refer **Your** complaint to the Financial Ombudsman Service, the “FOS” in the UK. Please note that there are time limits within which **You** must contact the FOS. **You** need to get in touch with the FOS within six (6) months of receiving Convex Europe S.A., UK Branch’s final response to **Your** complaint.

The Financial Ombudsman Service,
Exchange Tower,
London E14 9SR.

Email: complaint.info@financial-ombudsman.org.uk

Website: <http://www.financial-ombudsman.org.uk>



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