

# EuropeSure – Complaints Procedure (v2025)

Any complaint should be addressed to:

Service Manager  
Operations Team  
Lloyd's Insurance Company S.A.  
Bastion Tower  
Marsveldplein 5 1050 Brussels  
Belgium

Tel: +32 (0)2 227 39 40

E-mail: [lloydsbrussels.complaints@lloyds.com](mailto:lloydsbrussels.complaints@lloyds.com)

Your complaint will be acknowledged, in writing, within 5 (five) business days of the complaint being made.

A decision on your complaint will be provided to you, in writing, within 2 (two) months of the complaint being made.

Should you remain dissatisfied with the final response or if you have not received a final response within 2 (two) months of the complaint being made, you may voluntarily submit a dispute to arbitration in accordance with the terms of the Spanish Law for the Protection of Consumers and Users and related subordinate legislation, without prejudice to the provisions of the Arbitration Law in the event that the parties submit any dispute to the decision of one or more arbitrators.

You may be eligible to refer your complaint to the Directorate General of Insurance in Spain. The contact details are as follows :

Directorate General of Insurance

Miguel Ángel, 21

28010

Madrid Spain

Tel: 952 24 99 82 Website: [www.dgsfp.mineco.es/es](http://www.dgsfp.mineco.es/es)

[/Consumidor/ProteccionAsegurado/Paginas/InformacionProcedimiento.aspx](http://Consumidor/ProteccionAsegurado/Paginas/InformacionProcedimiento.aspx)

If you have purchased your contract online you may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is [www.ec.europa.eu/odr](http://www.ec.europa.eu/odr).

You may bring a legal action before the Court of first instance corresponding to your domicile under Section 24 of the Insurance Contracts Act. The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.