

# Complaints Submission Procedure

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## 1. By phone

If you are not completely satisfied with a decision or service we have offered you, you can contact us by calling 80008880 or by talking to your Insurance Consultant.

## 2. In writing

If following your phone call to us you are still unhappy, you can submit your complaint in writing to our Company's Complaints Department in one of the following ways:

- By personally delivering it to an officer or Insurance Consultant
- By fax at 22341090
- By email at [info@eurolife.bankofcyprus.com](mailto:info@eurolife.bankofcyprus.com)
- By mail at Eurolife, 4 Evrou Street, P.O.Box 21655, 1511 Strovolos, Nicosia
- By visiting our website at [www.eurolife.com.cy](http://www.eurolife.com.cy)

In order for your complaint to be reviewed accurately and speedily, please attach any supporting documents.

### Response

- We will send you an acknowledgement of receipt within two (2) business days of receiving your complaint.
- Our response will be sent to you within fifteen (15) working days of receiving your complaint. If this is not possible, you will be notified accordingly.
- Our final reply will not exceed forty five (45) working days following the date of receipt of your complaint.

### Fair and objective handling

Your complaint will be treated fairly, objectively and confidentially by our specialized and experienced officers.

## 3. Competent authority

If our final answer does not leave you satisfied, you may, without prejudice to your legal rights, bring the issue to the attention of the Financial Ombudsman.

### Financial Ombudsman's Office

Contact number: 22848900

Website: [www.financialombudsman.gov.cy](http://www.financialombudsman.gov.cy)

Fax: 22660584