

Complaints Submission Procedure

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
- By mail at Eurolife, 4 Evrou Street, P.O.Box 21655, 1511 Strovolos, Nicosia
- By visiting our website at 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

Fax: 22660584