

Complaints Management Procedure

01 / 04 / 2024

At Wallbid we aim to provide high quality services and to serve our customers responsibly, professionally, and consistently. However, there may be certain things that you are not happy with, or you may need to draw our attention to areas that need improvement.

The Complaints Management Department of our company is responsible for accepting your complaints and responding to you promptly and responsibly, making every effort to manage your complaint in a fair and impartial manner.

Submission of Complaints

Complaints may be submitted in the following ways:

- a) by sending an e-mail to complaints@wallbidagents.gr
- b) by letter sent by post to 27B, Haimanta Street, Halandri 152 34 to the attention of the Complaints Management Department

Your complaint should at least include the following information:

- Your personal details, as well as the number of the insurance policy in question
- Details of the insurance product to which the complaint refers
- A description of the allegation or complaint and the desired resolution you are claiming

The investigation of complaints and the responses thereto should be completed within 50 calendar days of the date they are submitted. Replies will be made in writing and should detail the reasons for the respective decision. If the above response period is likely to be exceeded, a written explanation of the reasons will be sent to you, and a new estimated completion date for processing the complaint will be specified.

If we do not deal with your complaint to your complete satisfaction, you have the right to continue to seek resolution of the dispute.

If no mutually acceptable solution can be reached, you may seek an extrajudicial settlement of the dispute. Furthermore, if you wish to submit a complaint about an insurance policy purchased online, you may use the European Commission's online dispute resolution platform at the following address: <http://ec.europa.eu/consumers/odr>.

If our answer does not satisfy or deal fully with your complaint, you may contact the competent authorities (indicatively):

- The Bank of Greece

Department of Private Insurance Supervision

21, Eleftheriou Venizelou Street,

102 50 Athens

Tel.: 210 3205222, 210 3205223

Fax: 210 3205437-8

- Ministry of Economy & Development

General Secretariat for Consumer Affairs

Kanigos Square, 10181, Athens

Tel.: 1520

Fax: +30 210 3843549

- Consumer Ombudsman

144, Alexandras Avenue,

114 71 Athens

Tel.: 210 6460862, 210 6460814, 210 6460612, 210 6460734, 210 6460458

For your information: The activation of the complaint handling procedure does not interrupt the limitation period of your legal claims as determined by applicable legislation.



www.wallbidagents.gr
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