Official Disclaimer

Any discrepancies or differences created in the translation are not binding and have no legal effect. If any questions arise related to the information contained in the translated website, please refer to the Greek version.

Please consult with a translator for accuracy if you are relying on the translation or are using this site for official business.

COMPLAINT SUBMISSION FORM

APPLICANT'S DETAILS

Last Name:		First Name:
Name of Father / Spouse:		
Address:		
Tel.:	Fax:	E-mail:
Policy Number:		
BRIEF DESCRIPTION OF COMPLAINT		
Please briefly describe your issue and attach every document that you find relevant with your issue. We will contact you soon. When you fill out this document, you can send it via fax to (+30) 213 010 8059, or attached via email to m.cocodrouli@nequsbrokers.com , or to send it, or deliver it in physical form to the headquarters of the SA company with title «NEQUS INSURANCE AND REINSURANCE BROKERS SA», at Syngrou Avenue 171, Nea Smyrni, Attiki, P.C. 17121.		
I wish to receive the acknowledgment of receipt of the complaint submission form:		
PRINTED (Via Letter to the declared address above)		
ELECTRONICALLY (Via e-mail to the declared address above)		
Place:		te:

THE APPLICANT

IMPORTANT INFORMATION

We inform you that the broking insurance company titled "NEQUS BROKERS INSURANCE AND REINSURANCE SA" applies a Policy of Management of Complaints Handling in accordance with the Act of the Executive Committee of the Bank of Greece (TEE. 88 / 05-04-2016), with which it ensures the substantive and objective investigation of the complaints received and examines the issues referred to us equally in the light of good faith in its relationship with its customers and the clients.

All cases are treated fairly and impartially, with proper management of your information and personal data in accordance with the applicable law.

If you have a question or need any clarification or information about the process of examining your request, please do not hesitate to contact us:

RESPONSIBLE: Ms. Maria Cocodrouli, Syggrou Avenue171, Nea Smyrni, Attiki, P.C. 17121

Tel.: +30 213 010 8092 (Monday to Friday 08:30 – 16:30),

Fax: +30 213 010 8099,

Email: m.cocodrouli@nequsbrokers.com

If we cannot adhere to your complaint in a short amount of time, you will be sent a response within fifty (50) days.

If we cannot adhere to your complaint within the above timeframe, you will have a reply from our Company with our reasoning as well as our proposal to the issue you presented to us. In case the response from our Company did not satisfy you, **there is an option for out-of-court settlement and claimants may address any of the following principles:**

- The Bank of Greece, Private Insurance Supervision Division (Δ.Ε.Ι.Α.), 3 Amerikis Street, T.K. 10564, Athens, tel. 210 3205222, http://www.bankofgreece.gr.
- The General Secretariat of the Consumer of the Ministry of Development,
 Competitiveness, Infrastructure, Transport and Networks, Kanigos square, T.K. 10181
 Athens, tel. 1520, http://www.efpolis.gr/.
- The Independent Consumer Ombudsman Authority, http://www.synigoroskatanaloti.gr, 144 Alexandras Avenue, T.K. 11471, Athens Tel. 210 6460862, 210 6460814, in accordance with the provisions in force.

The use of the Complaint Handling Procedure is offered at no cost and it **does not interrupt** or suspend or limit your legal rights.