



We inform you that

Our company has established and applies Complaints Procedure Policy aiming at the provision of quality services to our clients and associates as well as in compliance with current legal and regulatory framework.

Our company's Complaints Procedure Policy aims to ensure that complaints are treated with fairness and investigated effectively and objectively according to good faith and that any conflicts of interest that may arise are detected and dealt with immediately and resolved in the most effective way possible

Our company has appointed Mr Georgios Sofos as Complaints Handling Officer and he will contact you if submission of additional documentation or information is required

We remain at your disposal for any other question or information request.

Our company will take every care to respond to your complaint as soon as possible after a detailed examination of your complaint and receipt of explanations of the competent department of the company. In any case you will receive our response within fifty (50) days following the date of submission of your application.

We inform you that **the activation of the complaints procedure does not interrupt the limitation period for any legal claim you may have.**

In any case of filing a complaint or of out of court settlement procedure you may address

<b>Bank of Greece</b> Private Insurance Supervision Committee 21 El. Venizelou Str, Athens, Greece, 10250 Tel: 210 3205222, 210 3205223 Fax: 210 3205437-8	<b>General Secretariat of Consumer</b> Kaningos Square, Athens, Greece, 101 81 Tel: 1520 Fax: 210 3843549	<b>Hellenic Consumers' Ombudsman</b> 144 Alexandras Av., Athens, Greece, 114 71 Tel.: 210 6460862, 210 6460814, 210 6460612, 210 6460734, 210 6460458 Fax: 210 6460414
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