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## COMPLAINTS PROCEDURE

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**NGN Autoprotect Hellas Ltd** in the light of providing the best of service to the end customer and consumer, apart from operating within the premises of the Greek legislation, it also fully adheres to Financial Conduct Authority regulation for Improving complaints handling, feedback on CP14/30 and final rules (<https://www.fca.org.uk/your-fca/documents/policy-statements/ps15-19>).

### **If your complaint is about the way a policy was sold to you**

If at any time you have any query or complaint regarding the way the policy was sold, you should refer to the insurance intermediary who sold the policy to you.

### **If your complaint is about the administration of the Policy**

We always aim to provide a first-class service. If You should have a query or complaint regarding the administration of the Policy, you should address your complaint to the insurer as listed in your policy document or to:

**The Claims Manager**  
**NGN Autoprotect Hellas Ltd**  
**314 -316 Sygrou Ave**  
**17236 Athens, Greece**  
**[www.autoprotect.gr](http://www.autoprotect.gr)**  
**Tel: +30 212 213 4623, [complaints@autoprotect.gr](mailto:complaints@autoprotect.gr)**

We will contact you within **five days** of receiving your complaint to inform you of what action we are taking. We will try to resolve the problem and give you an answer within four weeks. If it will take us longer than four weeks we will tell you when you can expect an answer.

If we have not given you an answer in 50 days from filing we will tell you how you can take your complaint to the Financial Ombudsman Service for review.

Once you have received your final response from us and if you are still not satisfied you can contact either your insurer as indicated in your policy, or the Financial Ombudsman Service: Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London, E14 9SR. By telephone on 0845 080 1800 or 0300 123 9123 or by Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This complaints procedure does not affect any legal right you have to take action against us. You can check the above details on the Financial Conduct Authority Register by visiting the FCA register website: [www.fsa.gov.uk/fsaregister](http://www.fsa.gov.uk/fsaregister) or by contacting the FCA on 0800 111 6768.