

## complaints procedure

Although we try to provide the best service, you may have a complaint about our services, policy coverage or claims handling. If you have a complaint, you can follow these steps:

**1a.** You can report the complaint to your own adviser

apc holland assurantiën

Doctor Lelykade 60a

2583 CM Den Haag

+31 70 763 0 763, or

**1b.** If you are not satisfied with the response to the complaint, you can also go directly to:

apc holland

Doctor Lelykade 60a

2583 CM Den Haag

+31 70 763 0 763

[info@apcholland.nl](mailto:info@apcholland.nl)

The receipt of your complaint will be confirmed in writing within two weeks.

You will receive a written response with a decision on the complaint within six weeks of receipt of your complaint.

**2.** If you are still not satisfied after this response, or you do not receive a response within six weeks, you can go to the Financial Services Complaints Institute (Kifid). To see if you qualify for this, you can complete the quick test at [www.kifid.nl/sneltest/](http://www.kifid.nl/sneltest/)

Kifid ([www.kifid.nl](http://www.kifid.nl))

Postbus 93257

2509 AG Den Haag

070 333 8 999

[consument@kifid.nl](mailto:consument@kifid.nl)



It is possible that the claims handling is outsourced to third parties. If the complaint concerns claims handling, your complaint will be forwarded to the claims handler. More information about the handling of claims can be found on our website.

The above complaint-handling arrangements leave your right to initiate legal proceedings or alternative dispute resolution proceedings in accordance with your contractual rights.