

Euler Hermes Ireland Complaints Procedure

Euler Hermes Ireland is a branch of Euler Hermes SA (NV), which is authorised by the National Bank of Belgium and the Belgian Financial Services and Markets Authority. We are committed to providing the highest standards of service to our customers. Should you be dissatisfied with any aspect of our performance, please follow the procedure set out below, so that we can address and resolve your complaint as quickly and effectively as possible.

- Approach your regular Euler Hermes contact (usually your Account Manager), either verbally or in writing, and provide details of your complaint, including copies of any relevant documentation. You may wish to make your complaint direct, or through your insurance broker.
- We will then promptly acknowledge and record your complaint, investigate it thoroughly, and attempt to resolve it without delay (if possible within a maximum of 40 business days from receipt).
- Unless exceptional circumstances exist, we will respond to you within the following time limits from receipt of your complaint:
 - Within 5 business days of receiving your complaint, we will inform you of the identity of the person appointed to investigate it.
 - Within 20 business days of receiving your complaint, we will either provide you with a written response. If we have not provided you with a full written response within 40 business days, we will inform you of the progress of our investigations and give you an estimate of when we expect to provide you with a full written response.
 - At any time during our investigation we may request additional information in relation to your complaint.
- Should you have any concerns arising during the procedure or you are dissatisfied with how your complaint is being dealt with, you may contact:

Compliance Officer
Euler Hermes UK
1 Canada Square London E14 5DX
Tel: +44 (0) 20 7860 1264

If your complaint is not resolved to your satisfaction by the above process, and your business has a group annual turnover of less than €5 million, you may refer your complaint to:

The Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place, Dublin 2, D02 VH29
Tel: +353 1 567 7000
E-mail: info@fspo.ie
Website: <https://www.fspo.ie>

In the case of a complaint concerning an insurance broker, please contact your broker first. They will be able to advise you which regulatory body they have joined and to whom you may be able to refer your complaint.

Allianz Trade is the trademark used to designate a range of services provided by Euler Hermes

Euler Hermes Ireland

Allianz House, Elmpark, Merrion Road, Dublin 4, Tel: +353 (0)1 518 7900, www.allianz-trade.com/ie

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