

# How to register a Complaint?

It is Our intention to provide an excellent service to all Insured persons. However, We recognise that there may be occasions when You feel that this has not been achieved. If You are dissatisfied with any aspect of the service that You receive, in the first instance please contact:

**Complaints Management Function**  
**IDA Insurance Limited**  
**DAN Building, Level 1**  
**Sir Ugo Mifsud Street**  
**Ta' Xbiex**  
**XBX 1431**  
**Malta**

Or send an email for the attention of the Managing Director to: [info@idassure.eu](mailto:info@idassure.eu)  
If You are still dissatisfied, You may seek assistance from

**Office of the Arbiter for Financial Services**  
**1st Floor**  
**St. Calcedonius Square**  
**Floriana**  
**FRN 1530**  
**Malta**

Further information can be found at: <https://financialarbiter.org.mt>

You may also seek assistance from the Consumer Complaints Authority of Your Country of Residence.

The existence of this complaints procedure does not affect any right of legal action You may have against IDA Insurance Limited (the Insurer).

## Complaints Procedure

Your complaint will be acknowledged no later than the end of the next working day and a final written response will be provided within fifteen (15) working days. If a final response is not provided within fifteen (15) working days, we will inform you about the cause of the delay and indicate when the investigation is likely to be completed.

