

Claims processing procedure

SGLIB is committed to providing you with the highest quality of service at all times. However, problems or dissatisfaction may arise over the course of our relationship.

SGLIB has a procedure in place aimed at addressing complaints fairly, undertakes to acknowledge receipt of your request within 48 hours and to provide you with a definitive answer as soon as possible ¹.

SGLIB is paying attention to you

You may also contact us and submit your request using the contact information provided below:

- **By mail:**

SGLIB – Customer complaint
11 avenue Emile Reuter
L2420 Luxembourg

- **By phone:**

+352 26 27 33 1

- **By email:**

lux.sglib@socgen.com

The Mediation

If your request has not been answered to your satisfaction and without prejudice to the option of initiating a legal proceeding, you may contact Commissariat aux Assurances, authority competent to settle pre-judicial disputes in Luxembourg :

- **By mail:**

Commissariat aux Assurances
11, rue Robert Stumper, L-2557 Luxembourg

- **By email:**

reclamation@caa.lu

- **Online:**

www.caa.lu

The Mediator is fully independent in its operations. The mediation procedure is free of charge, and mediation request form may be consulted online at www.caa.lu.

¹ Within a maximum period of 60 days from receipt of your request