

CLAIMS PROCESSING PROCEDURE

SOGELIFE 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.

SOGELIFE has a procedure in place aimed at addressing complaints fairly and undertakes to answer your request within 10 business days. Otherwise, we will acknowledge receipt within that 10-day period and you will be given a final answer as soon as possible ⁽¹⁾.

Your insurance broker is your primary contact

Please Contact your insurance broker first.

You can inform your broker of your problems by any means at your convenience: directly or by telephone, letter or fax.

Our Customer Relations Department is at your service

You may also contact our Customer Relations Department. You may submit your request using the contact information provided below.

•By post:

SOGELIFE
Service Relations Clients
11 Avenue Emile Reuter
L-2420 LUXEMBOURG

•By phone:

(+352) 24 13 73 88 35 – Monday to Friday – 8:30 a.m. to 12:30 p.m. and 1:30 p.m. to 5:30 p.m.

•By e-mail:

src.sogelife@socgen.com

Mediation

If your request has not been answered to your satisfaction after SOGELIFE has issued its response, you may contact the Insurance Ombudsman “Mediator” (A.C.A.) at the following address:

•By post:

A.C.A.
Service de Médiation
B.P. 448
L-2014 LUXEMBOURG

The Mediator is fully independent in its operations. Without prejudice to the option of initiating a legal proceeding, this service is free of charge. The Mediator has open access to the case for the purpose of reaching its conclusions.

The mediation procedure and mediation request form may be consulted online at www.aca.lu

According to your country of residence you have the possibility to contact also the services of the Insurance Ombudsman at one of the following addresses:

In Belgium:

Office of the Insurance Ombudsman
35 square de Meeûs
1000 Bruxelles
+32 2 547 58 71
info@ombudsman.as

In France:

La Médiation de l'Assurance
TSA 50110
75441 Paris Cedex 09
www.mediation-assurance.org

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