



Complaints

We do our very best to ensure the quality of our services. Nevertheless, it may happen that you are not satisfied. If so, we would like to hear from you, because we take complaints about our services very seriously. We have an internal complaints procedure and are affiliated to the Financial Services Complaints Institute (Kifid) in the Netherlands.

If you have a complaint, please notify us by email or letter. Our details are:

CoverCat BV

Vijzelstraat 68
1017 HL Amsterdam
The Netherlands

Email: complaints@mycovercat.com

Once we have received your complaint you will receive written confirmation from us within 3 working days. You will receive an initial substantive response from us within 14 days.

We will make every effort to resolve the complaint to your satisfaction. If we fail to reach a joint solution, you can submit the complaint to the Financial Services Complaints Institute (Kifid). You must do this within three months of receiving a final response from us.

Financial Services Complaints Institute (Kifid)

P.O. Box 93257 2509 AG The Hague
The Netherlands
Telephone (070) 333 89 99

www.kifid.nl

It is also possible to take your complaint to the civil courts. If you take your complaint to court, this implies you can no longer go to the Kifid.