

# **Official Disclaimer**

Any discrepancies or differences created in the translation are not binding and have no legal effect. If any questions arise related to the information contained in the translated website, please refer to the Greek version.

Please consult with a translator for accuracy if you are relying on the translation or are using this site for official business.



## **IMPORTANT INFORMATION**

We inform you that the company titled "QREP S.A." applies a Policy of Management of Complaints Handling in accordance with the Act of the Executive Committee of the Bank of Greece (TEE. 88 / 05-04-2016), with which it ensures the substantive and objective investigation of the complaints received and examines the issues referred to us equally in the light of good faith in its relationship with its customers and the clients.

All cases are treated fairly and impartially, with proper management of your information and personal data in accordance with the applicable law.

If you have a question or need any clarification or information about the process of examining your request, please do not hesitate to contact us:

**RESPONSIBLE: Ms. Lida Manouskou**, Syggrou Avenue 171, Nea Smyrni, Attiki, P.C. 17121

**Tel.: +30 216 200 8091** (Monday to Friday 08:30 – 16:50),

**Fax: +30 216 200 8099,**

**Email: [l.manouskou@qrepsa.com](mailto:l.manouskou@qrepsa.com)**

If we cannot adhere to your complaint in a short amount of time, you will be sent a response within fifty (50) days.

If we cannot adhere to your complaint within the above timeframe, you will have a reply from our Company with our reasoning as well as our proposal to the issue you presented to us. In case the response from our Company did not satisfy you, **there is an option for out-of-court settlement and claimants may address any of the following principles:**

The Bank of Greece, Private Insurance Supervision Division ( .E.I.A.), 3 Amerikis Street, T.K. 10564, Athens, tel. 210 3205222, <http://www.bankofgreece.gr>.

The General Secretariat of the Consumer of the Ministry of Development, Competitiveness, Infrastructure, Transport and Networks, Kanigos square, T.K. 10181 Athens, tel. 1520, <http://www.efpolis.gr/>.

The Independent Consumer Ombudsman Authority, <http://www.synigoroskatanaloti.gr>, 144 Alexandras Avenue, T.K. 11471, Athens Tel. 210 6460862, 210 6460814, in accordance with the provisions in force.

The use of the Complaint Handling Procedure is offered at no cost and it **does not interrupt or suspend or limit your legal rights.**