

Complaint Management

It is the greatest concern of swisspartners Versicherung AG (swisspartners) to provide you with impeccable service. However, if you are not completely satisfied with the services provided by swisspartners, you are welcome to contact us by e-mail (info@swisspartners.com), by contact form at <https://www.swisspartners.com/contact/> or by letter to our addresses.

Liechtenstein	Austria
swisspartners Versicherung AG Städtle 28 FL-9490 Vaduz Fürstentum Liechtenstein	swisspartners Versicherung AG Zweigniederlassung Österreich Marktplatz 7a AT-6800 Feldkirch Österreich

We will clarify your concerns as quickly as possible and provide you with feedback. Please provide us with your contact details for this purpose.

Your swisspartners

Dealing with complaints by swisspartners - Questions and Answers

Is the message a complaint?

We understand this to mean expressed dissatisfaction on the part of a customer, e.g. about the conduct of employees, about a swisspartners service, about products, tariffs, contracts and their benefits. A customer can also be an applicant, beneficiary or person claiming an insurance benefit.

How can complaints be submitted?

The easiest way is via the contact form at <https://www.swisspartners.com/contact/> or directly by e-mail to info@swisspartners.com. You are also welcome to submit the complaint by letter.

(Receipts after 5 p.m. are valid for the next working day)

What information is necessary?

Please give us:

- Your contact details (first name, surname or company, address, e-mail address and/or telephone number).
- Your availability (preferred means of communication and time of availability)
- Your concern (including the policy or claim number)
- What you think is wrong and what you expect as a result of the claims handling (if it concerns specific persons, please indicate the name or the area concerned)

How quickly will complaints be processed?

Complaints are processed by our problem solvers within 3 working days or 5 calendar days of receipt. If a response cannot be provided within these 3 working days or 5 calendar days, we will contact you.

Which is the competent supervisory authority?

Financial Market Authority Liechtenstein (FMA), Insurance and Pension Funds Division,
Landstrasse 109, 9490 Vaduz, Liechtenstein; Tel: 00423 236 73 73; Fax: 00423 236 73 74;
Internet: www.fma-li.li; e-mail: info@fma-li.li

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