

## Compliants management

It is the greatest concern of swisspartners Versicherung AG (swisspartners) to offer you an 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](mailto:info@swisspartners.com)), via the contact form at <https://www.swisspartners.com/kontakt/> or by letter to our address:

swisspartners Versicherung  
AG Städtle 28  
9490 Vaduz  
Fürstentum Liechtenstein

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

Your swisspartners

## How swisspartners handles complaints - questions and answers

Is the message a complaint?

We understand this to mean dissatisfaction expressed by a customer, e.g. about the conduct of employees, about a swisspartners service, about products, tariffs, contracts and their benefits. Customers can also be applicants, beneficiaries and persons claiming insurance benefits.

How can complaints be submitted?

The easiest way is to use the contact form at <https://www.swisspartners.com/kontakt/> or send an email directly to [info@swisspartners.com](mailto:info@swisspartners.com). You are also welcome to submit the complaint by letter. (Receipts after 5 p.m. apply to the next working day)

What information is required?

Please tell us:

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

How quickly are complaints processed?

Complaints will be 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.

Who is the competent supervisory authority?

Financial Market Authority Liechtenstein (FMA), Insurance and Pension Funds Division, Landstrasse 109, 9490 Vaduz, Liechtenstein; Tel: +423 236 73 73; Fax: +423 236 73 74; Internet: [www.fma-li.li](http://www.fma-li.li); E-Mail: [info@fma-li.li](mailto:info@fma-li.li)

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