

Lloyd's Insurance Company S.A. Summary of 2021 complaints handling activity

Regulatory requirement

ISVAP Regulation no. 24 of 19 May 2008 and subsequent amendments governing procedures for complaints management by insurance undertakings, requires that a summary on the complaint's handling activity is published annually on the companies' website also providing details on the type of complaints received and their outcome.

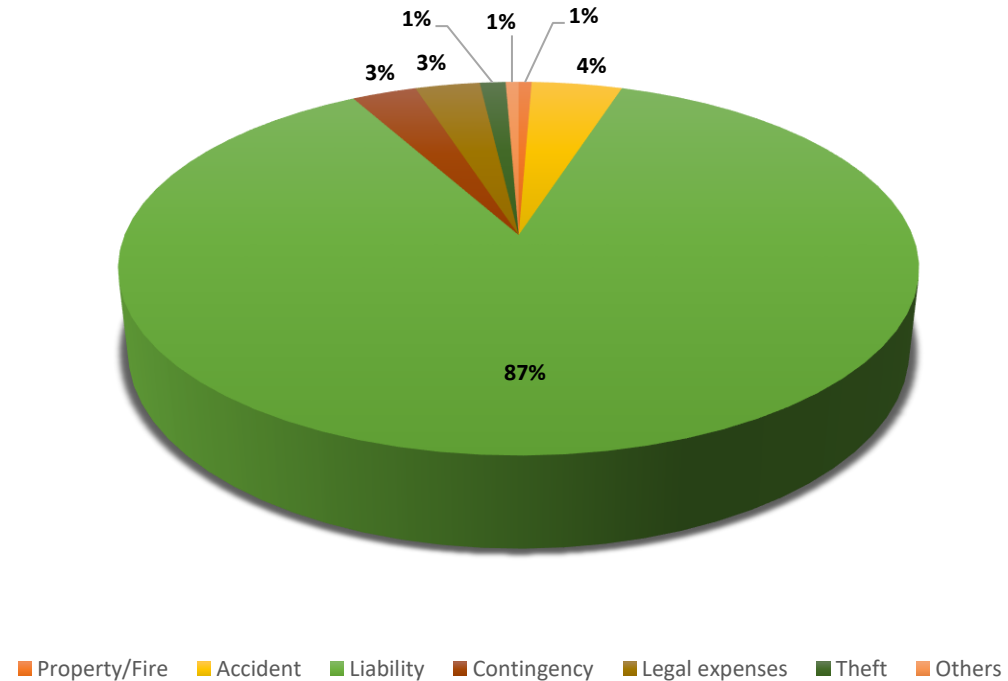
Lloyd's Insurance Company's approach

The objective of Lloyd's Insurance Company S.A. is to achieve adequate quality standards for its customers by devoting particular attention to complaint handling procedures. A firm and structured approach to the topic has proved a winning choice also thanks to the strict oversight that the Company operates on those functions which are statistically exposed to complaints, i.e., the intermediary network and the loss adjusters.

Complaints received in 2021

In 2021 Lloyd's Insurance Company has received a total of 161 complaints, 158 of which were eligible and 3 not eligible. The whole number was about non-life insurance.

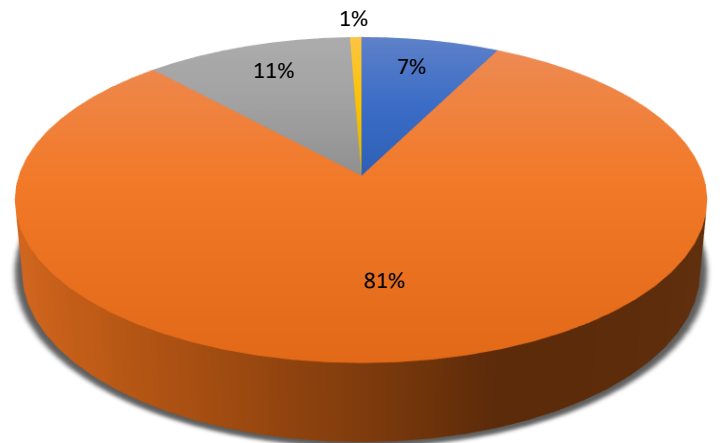
CLASS OF BUSINESS



Complaints received per business area and geographical area

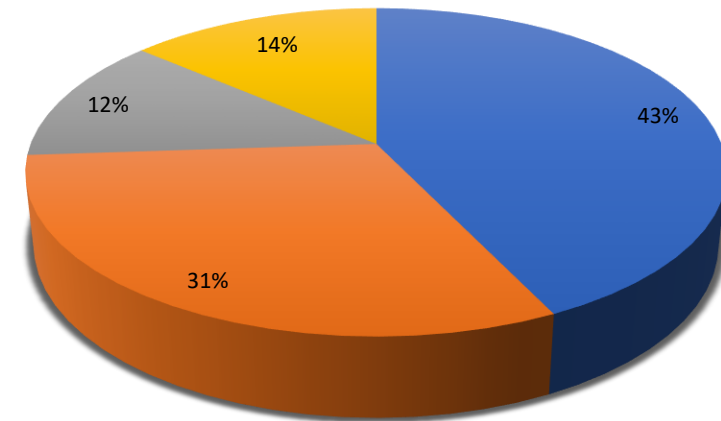
The diagrams below indicate the incidence percentages of complaints received in 2021 per business area and place of origin.

BUSINESS AREA



■ Commercial&Placement ■ Claims Management ■ Legal ■ Other

GEOGRAPHICAL AREA

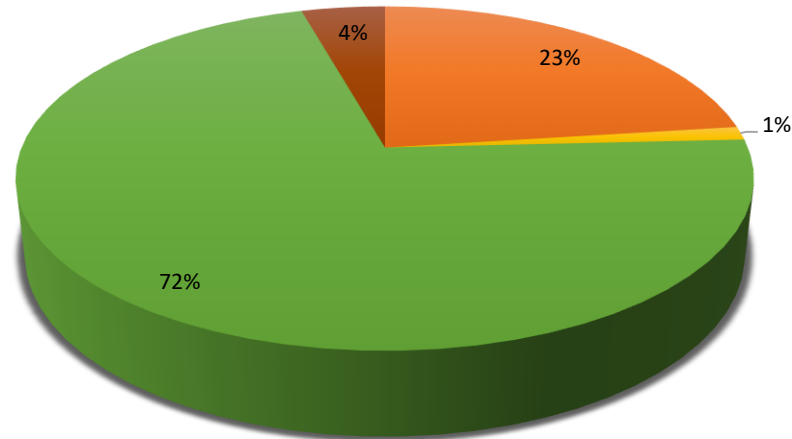


■ North ■ Centre ■ South ■ Islands

Outcome of complaints

The outcome of 2021 eligible complaints is shown by the diagram below: 37 were justified while 115 were rejected as not justified. For a couple of complaints, a friendly composition was met and a number of 7 complaints was still under investigation at the end of the year.

OUTCOME OF ELIGIBLE COMPLAINTS MANAGED IN 2021



Justified Settled Unjustified/Rejected Under investigation