

## **Lloyd's Insurance Company S.A.**

### **Summary of first half 2023 complaints handling activity**

#### **Regulatory requirement**

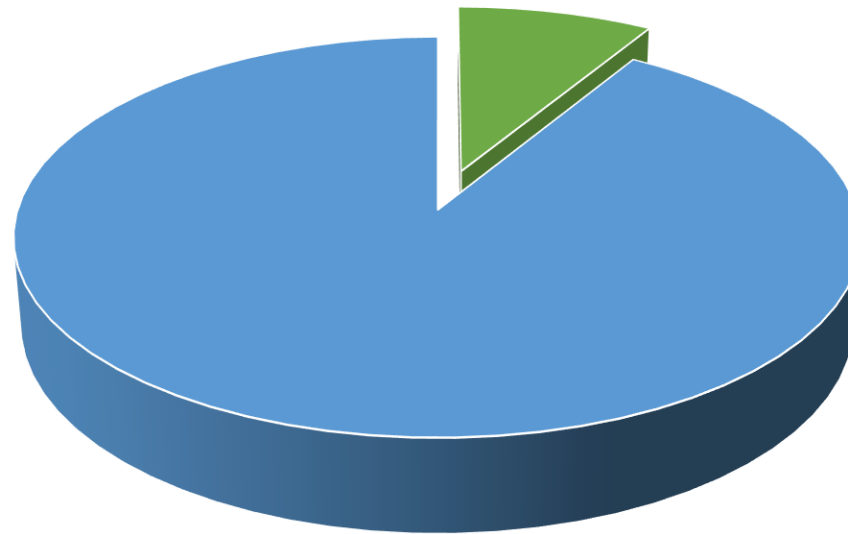
ISVAP Regulation no. 24 of 19 May 2008 and subsequent amendments governing procedures for complaints management by insurance undertakings, requires that a summary on the complaint's handling activity is published annually on the companies' website also providing details on the type of complaints received 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. The number of complaints recorded in the First Half 2023 – a couple of which are not eligible – confirms the decreasing trend yet shown in previous periods under examination. In particular, if compared to the First Half 2022 and taking into consideration the eligible complaints only, a percentage of about 10% has been saved. Regarding the time taken to process complaints, it can be seen that the average - although increased from 20 days in H1 2022 to the current 24 days - have contracted from the average processing time of 27 days necessary until 2021.

## Complaints received in the first half 2023

In the first half 2023 Lloyd's Insurance Company has received a total of 71 complaints, 69 eligible and 2 not eligible. The whole number was about non-life insurance.

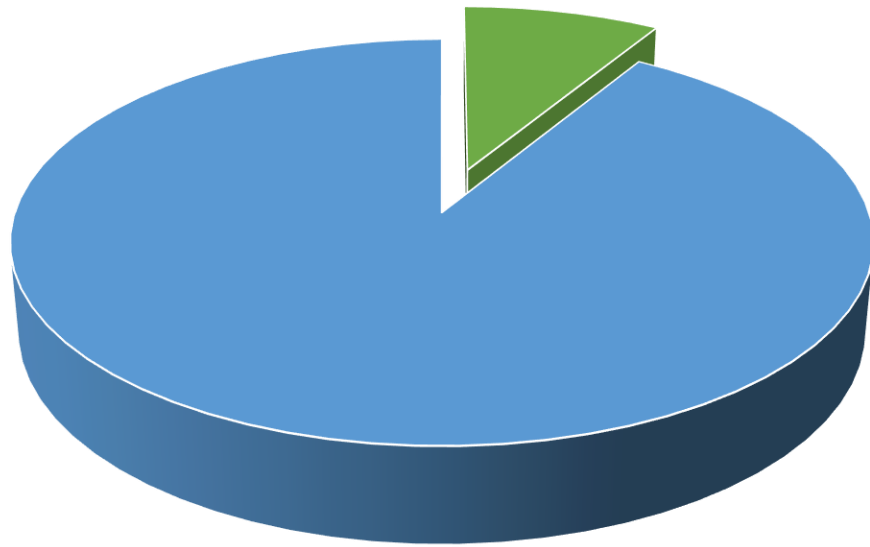


■ Commercial&Placement ■ Claims Management ■ Legal ■ Other

## Complaints received per business area and geographical area

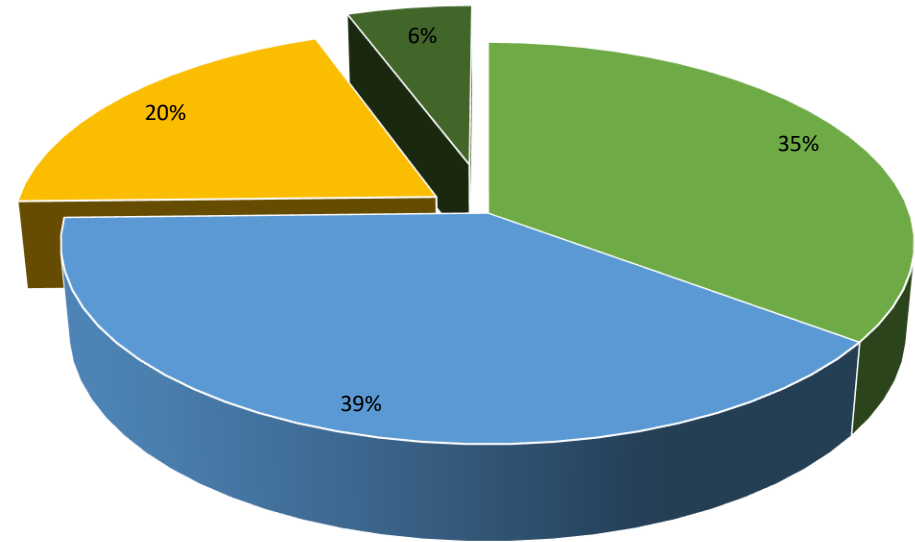
The diagrams below indicate the incidence percentages of complaints received in the first half 2023 per business area and place of origin.

BUSINESS AREA



■ Commercial&Placement ■ Claims Management ■ Legal ■ Other

GEOGRAPHICAL AREA



■ North ■ Centre ■ South ■ Isles

## Outcome of complaints

The outcome of the first half 2023 eligible complaints is shown by the diagram below: 11 were justified while 43 were rejected as not justified. For 5 complaints a friendly composition was met and a number of 10 complaints was still under investigation at the end of the period.

OUTCOME OF ELIGIBLE COMPLAINTS MANAGED

