

## **Information document on Insurance Company**

This information document aims to deliver the information related to article 18 of the Directive 2016/97.

PSA Insurance Limited, is a limited liability company under Maltese law, having its registered address at: MIB House, 53 Abate Rigord Street, Ta' Xbiex, XBX1122 Malta. Registration number: C44567, PSA Insurance Limited is authorised to carry on business in terms of the Insurance Business Act, and authorised to carry on Insurance business in Belgium under the freedom to provide services provisions by the Malta Financial Services Authority (MFSA, Notabile Road, Attard BKR 3000, Malta).

PSA Insurance Limited proposes and distributes insurance product via its website operated by PSA Insurance Manager.

PSA Insurance Limited does not give advice about the insurance product sold.

For any complaints related to our services, you may contact us by using the form accessible in the complaints section of the website: [www.psa-insurance-solutions.be/complaints](http://www.psa-insurance-solutions.be/complaints).

We hereby undertake to acknowledge receipt within ten (10) working days and to deal with Your complaint within fifteen (15) days of receipt of all the documents necessary in order to examine the same.

If you are not satisfied with the response given by us to your complaint, you may:

- refer the dispute in writing to the Office of the Arbiter for Financial Services (OAFS) on <https://www.mfsa.mt/consumers/complaints/?ver=10000> and submit the forms explained in the above mentioned website;
- refer the case to the Belgian Insurance Ombudsman, Square de Meeûs 35, 1000 Brussels, Belgium, phone: +32 2 547 58 71, e-mail: [info@ombudsman.as](mailto:info@ombudsman.as), website: [www.ombudsman.as](http://www.ombudsman.as).