

The CUSTOMER SERVICE CENTRE with UNIÓN ALCOYANA INSURANCE

CHAPTER I

The CUSTOMER SERVICE CENTRE for **Unión Alcoyana S.A.**, is a department dedicated to dealing with complaints and/or claims presented by policy holders, beneficiaries and injured third parties, when the complaint/claim is relevant as described in the Insurance Contract.

Complaint procedure

- **COMPLAINT:** Reflects the discomfort or discontent as a consumer, before a situation arises and without seeking compensation.
- **CLAIM:** Is the process whereby a policy holder requests compensation or intervention from Union Alcoyana because they believe that their rights were not respected during any part of the policies finalisation or through the process of filing an accident report.

Any complaints/claims made by the consumers of **Unión Alcoyana S.A.** before the CUSTOMER SERVICE CENTRE should also be made in writing to the following postal address:

**CUSTOMER SERVICE CENTRE
UNIÓN ALCOYANA S.A.
C/ Gonzalo Barrachina nº 4
03801 - Alcoy
ALICANTE**

Or to the following email address: atencioncliente@unionalcoyana.es.

In the written complaint or claim all details as described in the relevant form should be stated in this regard.

The CUSTOMER SERVICE CENTRE'S decision will be made within a maximum of two (2) months, counting from the arrival date of the complaint or claim to the department.

Unión Alcoyana S.A. has at its clients' disposal the website www.unionalcoyana.es which contains the following information:

- The existence of the CSC with both postal and email addresses.
- The obligation of attending to and resolving complaints and/or claims presented by clients, as outlined in this present document, within a period of two (2) months.
- The existence of these regulations.