

**POLICY DOCUMENT
CUSTOMER SATISFACTION
ENDORSEMENT**



WITH EFFECT FROM 1ST AUGUST 2017, THE CUSTOMER SATISFACTION SECTION IN THE POLICY DOCUMENT HAS BEEN REVISED AS NOTED HEREUNDER:

Customer Satisfaction

Elmo Insurance Limited is committed to provide **You** with the highest level of service. However if **You** are not satisfied with **Our** services, please refer the matter to **Our** Complaints Officer at:

**Elmo Insurance Limited
Abate Rigord Street
Ta' Xbiex
XBX 1111
Malta**

Telephone: 00356 2343 0000

E-Mail: complaints@elmoinsurance.com

Your complaints will be acknowledged by **Our** Complaints Officer and a response will be sent to **You** within a maximum time period of fifteen working days.

In the event that **Your** complaint remains unresolved, **You** may write to:

**The Office of the Arbiter for Financial Services
First Floor
St Calcedonius Street
Floriana
FRN 5130
Malta**

Freephone: 80072366

Telephone: 00356 2124 9245

You can also download a complaint form from: **www.financialarbiter.org.mt**.

This is without prejudice to any other judicial action which **You** may wish to resort to.

You may also seek assistance from the Malta Insurance Association with whom this company is affiliated.

Please visit www.elmoinsurance.com to download our latest policy wording.