

ANNEX IV- A: List of competent bodies for receipt of complaints and out-of-court settlement of complaints / CEIOPS Members and Observers

		Receipt of complaints	Out-of-court settlement
Austria	<p><u>Only regarding credit institutions:</u></p> <p>Finanzmarktaufsichtsbehörde (FMA) – Austrian Financial Market Authority, Praterstraße 23 A-1020 Wien/Vienna AUSTRIA Tel.:+ (43) 1 24 959 0 http://www.fma.gv.at/en/fma/service/complain/complai1.htm</p>	y	y
Belgium	<p>Banking, Finance and Insurance Commission Rue du Congrès, 12-14 1000 Brussels Department Insurance Intermediaries Tel.: +(32) (0) 2 220 52 11 Fax: +(32) (0) 2 220 58 95 e-mail : cpa.itp@cbfa.be</p>	y	
Cyprus	<p>Insurance Companies Control Service P.O. Box 23364 1682 Nicosia CYPRUS Tel.: +(357) 22 602980 Fax: +(357) 22 302938 e-mail: insurance@mof.gov.cy www.mof.gov.cy</p>	y	n
Czech Republic	<p>Czech National Bank Insurance Regulation and Supervision Department Na příkopě 28 CZ-115 03 Praha 1 Czech Republic Tel.: +(420) 224 411 111 Fax: +(420) 224 412 404 or +(420) 224 413 708 www.cnb.cz</p>	y	n
Finland	<p><u>Tied agents:</u></p>		

	<p>Vakuutuslautakunta (The Finnish Insurance Complaints Board) Lönnrotinkatu 19 A FIN-00120 Helsinki FINLAND Tel.: +(358) 9 6850 120 Fax: +(358) 9 68501220 www.vakuutusneuvonta.fi</p> <p><u>Tied agents and independent brokers (Consumers only, not unit-linked insurance):</u></p> <p>Consumer Complaints Board P.O.Box 306 FIN-00531 Helsinki FINLAND Tel.: +(358) 9 77261 e-mail: kirjaamo@kuluttajavl.fi www.kuluttajavalituslautakunta.fi</p>	y	y
France	<p>Autorité de contrôle des assurances et des mutuelles (ACAM) Bureau des relations avec les assurés 54, rue de Châteaudun 75436 Paris CEDEX FRANCE Tel.: +(331) 55 07 41 00 e-mail: brp@cca.finances.gouv.fr</p>	y	y
Greece	<p>Ministry of Development Direction of Insurance Companies and Actuaries Place Kanning 10181 Athens GREECE Tel.: +(30) 210 384 05 32 Fax: +(30) 210 382 77 34 www.gge.gr</p>	y	y
Hungary	<p>Hungarian Financial Supervisory Authority Krisztina körút 39 H-1013 Budapest HUNGARY Tel.: +(36) 1 489 9209 Fax: +(36) 1 489 9102 e-mail: kiss.nora@pszaf.hu www.pszaf.hu</p>	y	n
Ireland	<p>Financial Services Ombudsman 31 Upper Merrion Street Dublin 2. IRELAND Tel.: +(353) 1 66 20 899 e-mail: enquiries@financialombudsman.ie www.financialombudsman.ie</p>	y	y

Italy	<p>ISVAP Servizio Albi - Sezione Albi intermediari e periti Via del Quirinale, 21 I - 00187 Rome ITALY Tel.: +(39) 06 421331 Fax: +(39) 06 42133548 e-mail: sez.albi@isvap.it www.isvap.it</p>	y	n
Latvia	<p>Financial and Capital Market Commission Kungu iela 1 Riga, LV-1050 LATVIA Tel.: +(371) 777 4800 Fax: +(371) 722 5755 e-mail: fktk@fktk.lv www.fktk.lv</p>	y	n
Liechtenstein	<p>Financial Market Authority (FMA) Heiligkreuz 8 P.O. Box 684 LI - 9490 VADUZ PRINCIPALITY OF LIECHTENSTEIN Tel.: +(423) 236 73 77 Fax: +(423) 236 73 76 e-mail: info@fma-li.li www.fma-li.li</p>	y	y
Lithuania	<p>Insurance Supervisory Commission of the Republic of Lithuania Ukmerges str. 222 LT-07157 Vilnius LITHUANIA Tel.: +(370) 5 243 13 70 Fax: +(370) 5 272 36 89 e-mail: dpk@dpk.lt www.dpk.lt</p>	y	n
Luxembourg	<p>Commissariat aux Assurances 7, boulevard Royal L-2449 Luxembourg LUXEMBOURG Tel.: +(352) 22 69 111 Fax: +(352) 22 69 10 e-mail: commassu@commassu.lu</p>	y	n
Poland	<p>The Insurance and Pension Funds Supervisory Commission (KNUiFE) Ul. Niedźwiedzia 6E 02-737 Warszawa POLAND Tel.: +(48) 22 548 72 40 Fax: +(48) 22 548 72 45 www.knuife.gov.pl</p>	y	n
Slovakia	<p>National Bank of Slovakia I. Karvaša 1</p>	y	n

	813 25 Bratislava I Tel.: +(421) 2 57 268 301 Fax: +(421) 2 57 268 300 www.uft.sk		
Spain	Direccion General de Seguros y Fondos de Pensiones (Ministerio de Economia y Hacienda) Servicio de Reclamaciones de la Dirección General de Seguros y Fondos de Pensiones Paseo de la Castellana, 44 28046 - MADRID SPAIN Tel.: +(34) 902 19 70 00 Fax: +(34) 91 339 71 13	y	y
United Kingdom	Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR, UK UNITED KINGDOM Tel.: +(44) (0)20 7964 1000 e-mail: complaint.info@financial-ombudsman.org.uk	y	y