

Complaints Handling Procedure

UlysseRe ensures that customer complaints are handled in accordance with the law, by treating customers fairly and openly and ensuring that there is no conflict of interest in the complaints process. UlysseRe has developed this Complaints Handling Procedure, and it is managed and monitored by the Company's management.

Right to complain

- Every customer has the right to complain about insurance and reinsurance distribution services provided by UlysseRe.
- UlysseRe deals with any complaint about the behavior of its employees. If your complaint concerns the conduct of an insurer, reinsurer or other insurance intermediary, we will forward your complaint to the person concerned, informing you in writing.
- UlysseRe will handle your complaint at no financial cost to you.

How to make a complaint

A complaint may be made either:

- in paper form, by post or by hand, to the UlysseRe office at the address: Cesu Street 31 k-1, Riga, LV-1012;
- by e-mail to rita.romina@ulyssere.com or info@ulyssere.com.

Format of a complaint

- The complaint must be in writing.
- The complaint must contain sufficient information to enable the complainant to be identified, such as name, surname and personal identification number or other information to identify an individual, or the name and registration number of a legal entity. Anonymous complaints will not be considered.
- The complaint must state the grounds for the complaint and the claim being sought.

Language of complaint

The complaint may be made in Latvian, English, Russian or any other language. UlysseRe will answer in Latvian, English or Russian, respectively. If the complaint is made in another language, UlysseRe will, as far as possible, reply in the language of the complaint.

Time limit for handling complaints

- UlysseRe will process and respond to a complaint within 20 days.

- If the complaint is straightforward without the need to investigate facts, the complaint will be dealt with within 10 days.
- If, for some reason, it is not possible to reply within 20 days, the time limit for handling the complaint may be extended by whatever amount of time is objectively and reasonably necessary, and the complainant will be advised accordingly.

Investigation of the complaint and reply

- UlysseRe will investigate and evaluate the circumstances and arguments contained in the complaint when reviewing the complaint.
- If the circumstances set out in the complaint are accepted, UlysseRe will take all reasonable and appropriate steps to remedy the breach or loss and will inform you in writing.
- If UlysseRe finds that your complaint is unfounded, you will receive a reply explaining why.

Prevention of conflicts of interest

To avoid a conflict of interest at UlysseRe, your complaint will be handled by an employee who is not the subject of the complaint and who has no direct or indirect interest in the outcome of the investigation.

Appeal options

- UlysseRe is supervised by the Financial and Capital Market Commission, address: 1 Kungu Street, Riga, LV-1050, e-mail: fktk@fktk.lv, website: www.fktk.lv, to whom a complaint may be submitted if the complaint is within its competency.
- If the complaint concerns consumer rights, it can be submitted to the Consumer Rights Protection Center, address: 55 Brivibas Street, Riga, LV - 1010, e - mail: ptac@ptac.gov.lv.
- By 31 December 2019, the Insurance Distributor Association will establish an ombudsman for out-of-court settlement of disputes between insurance and reinsurance distributors and clients.
- Civil disputes between the parties concerned can be settled at court.

Recording complaints and filing complaint documentation

UlysseRe keeps a record of all complaints received and how they were handled, and files each record in a complaints file as required by law.