

## **Complaints & Claims**

Bastion Insurance Company Limited is committed to listen to and understand its customers' needs in the best possible manner. The Company seeks to manage complaints in a prompt, equal, fair and efficient manner. Complainants shall be treated fairly and all complaints shall be given due consideration.

### **Personal Data**

Any and all personal and/or sensitive data shall be handled and registered in accordance with the applicable legal framework, such as the Data Protection Act (Cap. 586) and any other relevant legislation. Documentation relating to the complaint is to be kept and archived in a secure manner for a reasonable period of time based on the nature of the complaint.

### **Complaints Procedure**

Bastion Insurance Company Limited is committed to providing you with the highest level of service. If you wish to make a complaint about any of the following;

- Sale of an insurance policy
- Information or advice provided during the sales process
- Terms and conditions of an insurance policy
- General administration of an insurance policy including claims

Please email us on [complaints@bastion-insurance.com](mailto:complaints@bastion-insurance.com) and your complaint will be acknowledged no later than the end of the next working day and a final written response will be provided within 15 working days. If a final response is not provided within fifteen working days, you will be informed about the cause of the delay and indicate when the investigation is likely to be complete.

Should your complaint be about the Bastion Insurance Company Limited which has issued an insurance policy, you may write to Mr. Anthony Mowatt, Director (**Email: [Anthony.Mowatt@bastion-insurance.com](mailto:Anthony.Mowatt@bastion-insurance.com)**) of Bastion Insurance Company Limited, The Landmark, Level 1, Suite 2, Triq L-Iljun, Qormi QRM 3800, Malta. When writing please include the following information:

- 1) Name, address and postcode, telephone number and email address
- 2) Policy number and/or claim number
- 3) The reason for your complaint
- 4) Copies of any material you may wish to provide us

In the event that your complaint remains unresolved and in order to seek an independent review, you may also write to the Arbiter for Financial Services: -

Office of the Arbiter for Financial Services  
N/S in Regional Road  
Msida MSD 1920  
Malta

## **Claims**

If you are a consumer who has a policy with 'Bastion Insurance Company Limited' noted as the underwriter, we would kindly ask you to refer all claims to the company from whom you purchased the policy or the distributor of the policy. The firm will have our authority to deal with claims on Bastion's behalf.

Your policy documentation will detail the claims process.