



EEA Complaints Form

EEA Complaints Procedure

This form is for use by GBE Customers and customers insured by SI Insurance (Europe), SA (also known as Sompo International)

At times, you may have a concern you would like to tell us about or disagree with a decision made regarding your coverage. You can make a complaint to get help for your situation.

Some of the most important factors in getting your complaint dealt with as quickly and efficiently as possible are:

- Be sure you are talking to the right person; and
- That you are providing the necessary information.

Using this form will help us to understand your concerns and provide us with information to investigate your complaint. For Full details of our Complaints Procedure please see <https://www.gbg.com/complaints-procedures>.

Making a Complaint

If your complaint relates to:

The sale of the policy you purchased or any information you were given during the sales process:

- a. If you purchased the policy using a broker or other intermediary, **please contact them first.**
- b. If you purchased the policy directly from us either from a local representative, using the website, or through a group plan of benefits, please contact us directly using this form.

Please send the completed form to: services@GBG.com

Or write to us at: Global Benefits Europe BV, Penningkruid 203984 BK, Odijk, Netherlands for the attention of The Complaints Manager.

Email is used for your convenience and speed, but we cannot always guarantee the security of this method of communication. You need to be aware that some companies and countries do monitor email traffic. You need to take this into account when choosing to use this method of communication.



A. INSURED INFORMATION		
Last Name:	First Name:	Middle Initial:
Policy #:	ID #:	
Date of Birth: (DD/MMM/YYYY, i.e., 23/NOV/1988)		
B. COMPLAINANT INFORMATION (If different from Section A)		
NOTE: If you are not the insured, claimant, or Provider of Service, please attach documentation showing you have legal authorization on the Insured's behalf, such as, but not limited to, a signed and dated letter of authorization, a legal power of attorney document, etc.		
Name:	Relationship to Insured:	
Address:		
Postal Code:	Country:	
Phone:	Fax:	
Email:		
C. COMPLAINT SUMMARY		
Please provide a summary of your complaint and any information that you think would assist us in reviewing your case. If more space is needed, please attach separate page(s).		



D. SIGNATURE	
Name:	
Signature: By typing my name on this form I am signing electronically, and this electronic signature is the legal equivalent of my manual, handwritten signature.	
Date:	

E. ATTACHMENTS	
Ref	Attachment description
1	
2	
3	

NOTICE OF PRIVACY PRACTICES

At Sompo International we are committed to protecting your personal information and respecting the data protection and privacy rights you have under applicable law and regulations.

When you submit any information to us for the purpose of requesting information from us; about, or obtaining, our products or services; or otherwise, including any personal information, we will use the information in our insurance business to conduct our business and perform our legal obligations, including:

- i. verifying your identity;
- ii. preventing, investigating or reporting fraud or potential fraud, money laundering, terrorism, misrepresentation, security incidents, sanctions violations or any crime, all in accordance with applicable law and regulations;
- iii. assessing, establishing and managing claims and arranging or entering into any appropriate settlements;
- iv. managing, reporting and auditing our business operations;
- v. recovering debt;
- vi. developing, improving and protecting our products, services, website, systems and relationships with you;
- vii. carrying out research, risk management and statistical analyses;
- viii. establishing, exercising or defending legal claims; and
- ix. meeting regulatory and compliance requirements.

With your permission, we may also use your contact details (including email address) to send you information about our products and services or other products and services provided by us or one of our group companies.



We may share your information for the purposes outlined above with:

- i. our group companies;
- ii. brokers, other insurers and underwriters;
- iii. healthcare professionals;
- iv. law enforcement authorities;
- v. other government authorities;
- vi. fraud prevention agencies; and
- vii. third parties involved in any aspect of claims management including surveyors, loss adjusters, claims agents, solicitors and private investigators;
- viii. parties that may have a financial interest in the insurance policy or claim;
- ix. other service providers that may process your personal information on our behalf (for example, IT service providers that host or support our business and may have data that includes your personal information); and
- x. others with your consent or in accordance with applicable law and regulations.

If you have provided information about another person, in doing so you confirm that you have such person's consent to provide the personal information to us, that you have told such person that you have provided the information to us and how we will use the personal information as described in this notice.

To the extent you have provided your consent, and your consent provides the basis for our use of the information, you may withdraw your consent at any time by contacting us as described below.

More details about how we use your personal information may be found on our website at www.sompo-intl.com/privacy-policies/

The website also provides additional information about your data protection rights, how you may access and update your personal information and other choices you have about how we use your personal information (including how to object to processing or withdrawing your consent at any time). If you have any questions regarding this notice, please contact us at:

Attn: Chief Compliance Officer
Sompo International
Manhattanville Rd. Purchase, NY 10577
privacy@sompo-intl.com

Brokers, Intermediaries, Partners, Employers and other Third Parties

If you provide us with information about someone else, we will process their personal information in line with the above. Please ensure you provide them with this notice and encourage them to read it as it describes how we collect, use, share and secure personal information when we provide our services as an insurance and reinsurance business.