

CEIOPS-DOC-02/06

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

		Receipt of complaints	Out-of-court settlement
Austria	Bundesministerium für Wirtschaft und Arbeit (BMWA) Stubenring 1, 1010 Vienna AUSTRIA Tel.: +(43) 1 71 1000	y	y
Estonia	Consumer Complaint Committee Kiriku 4 15071 Tallinn ESTONIA Tel.: +(372) 6 201 700 Fax: +(372) 6 201 701 e-mail: info@consumer.ee URL: www.tka.riik.ee	y	y
Germany	Versicherungsombudsmann e. V. Postfach 08 06 32 10006 Berlin GERMANY e-mail: beschwerde@versicherungsombudsmann.de Ombudsmann Private Kranken- und Pflegeversicherung Kronenstraße 13 10117 Berlin GERMANY Fax: +(49) 30 20 45 89 31		y y
Iceland	The Consumer Agency and Consumer Spokesman Borgartún 21 105 Reykjavík Iceland Tel.: +(354) 5101100 Fax: +(354) 5101101 email www.neytendastofa.is postur@neytendastofa.is	y	

	<p>Insurance Complaints Committee (Úrskurðarnefnd í váttryggingamálum) Fjármálaeftirlitinu Suðurlandsbraut 32 108 Reykjavík Iceland Tel.: +(354) 5252700 Fax: + (354) 5252727</p> <p>Samtök váttryggingamiðlara (Icelandic insurance brokers complaints committee) Samtök verslunarinnar Kringlunni 7 103 Reykjavík Tel.: + (354) 5888910 Fax: + (354) 5688441</p>	y	y
Latvia	<p>Consumer Rights Protection Centre 41/43 Elizabetes Street, Riga, LV 1010 LATVIA Tel.: +(371) 7287730 Fax: +(371) 7338024 e-mail: tpkc@apollo.lv www.ptac.gov.lv</p>	y	y
Malta	<p>Consumer Complaints Manager (private consumers only) Malta Financial Services Authority Notabile Road Attard BKR14 MALTA e-mail: gbezzina@mfsa.com.mt Tel: Freephone 800 74924 or normal MFSA lines + 356 2144 1155</p> <p>Consumer Affairs Tribunal (disputes up to a value of Lm1,500) 4, Old Mint Street, Valletta, CMR 02 MALTA Tel.: +(356) 2123 9892 Fax: +(356) 2123 9888.</p> <p>Small Claims Tribunal Courts of Justice Republic Street, Valletta CMR 02 MALTA Tel.: +(356) 21 235 344 +(356) 21 223 281-4 Fax: +(351) 21 240 458</p> <p>Arbitral Tribunal Malta Arbitration Centre Palazzo Laparelli, 33, South Street, Valletta, VLT 11. MALTA</p>	y	y

	Tel.: +(356) 21222557 Fax: +(356) 21230672 e-mail: malta.arbitration@mac.com.mt		
Netherlands	Klachteninstituut Verzekeringen PO box 93560 2509 AN The Hague The Netherlands Tel.: +(31) 70 333 8 999 Fax: +(31) 70 333 8 900	y	y
Norway	"Forsikringsklagekontoret" http://www.forsikringsklagekontoret.no/vis.asp?id=1	y for agents	y for agents
Poland	The Insurance Ombudsman Al. Jerozolimskie 44 00-024 Warszawa POLAND Tel.: +(48) 22 33-37-326 Fax: +(48) 22 33-37-329 www.rzu.gov.pl	y	y
Slovenia	Slovenian Insurance Association http://www.zav-zdruzenje.si/		y
Sweden	Allmänna reklamationsnämnden (The Swedish National Board for Consumers' Complaints) P.O. Box 174 SE-101 23 Stockholm SWEDEN Tel.: +(46) 8 555 017 00 Fax: +(46) 8 555 017 01 www.arn.se Konsumenternas försäkringsbyrå (The Swedish Consumers' Insurance Bureau) P.O. Box 24215 SE-104 51 Stockholm SWEDEN Tel.: +(46) 8 22 58 00 Fax: +(46) 8 24 88 91 www.konsumenternasforsakringsbyra.se Konsumenternas bank- & finansbyrå (The Swedish Consumers' Banking & Finance Bureau) P.O. Box 24223 SE-104 51 Stockholm SWEDEN Tel.: +(46) 8 24 30 85 Fax: +(46) 8 522 789 55 www.konsumentbankbyran.se	y y	y