

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

		Receipt of complaints	Out-of-court settlement
<b>Austria</b>	<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 <a href="http://www.fma.gv.at/en/fma/service/complain/complai1.htm">http://www.fma.gv.at/en/fma/service/complain/complai1.htm</a></p>	y	y
<b>Belgium</b>	<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 : <a href="mailto:cpa.itp@cbfa.be">cpa.itp@cbfa.be</a></p>	y	
<b>Cyprus</b>	<p>Insurance Companies Control Service P.O. Box 23364 1682 Nicosia CYPRUS Tel.: +(357) 22 602980 Fax:+(3579 22 302938 e-mail:insurance@mof.gov.cy <a href="http://www.mof.gov.cy">www.mof.gov.cy</a></p>	y	n
<b>Czech Republic</b>	<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 <a href="http://www.cnb.cz">www.cnb.cz</a></p>	y	n
<b>Finland</b>	<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
<b>France</b>	<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
<b>Greece</b>	<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 <a href="http://www.gge.gr">www.gge.gr</a></p>	y	y
<b>Hungary</b>	<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 <a href="http://www.pszaf.hu">www.pszaf.hu</a></p>	y	n
<b>Ireland</b>	<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

<b>Italy</b>	<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  <a href="http://www.isvap.it">www.isvap.it</a></p>	y	n
<b>Latvia</b>	<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  <a href="http://www.fktk.lv">www.fktk.lv</a></p>	y	n
<b>Liechtenstein</b>	<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  <a href="http://www.fma-li.li">www.fma-li.li</a></p>	y	y
<b>Lithuania</b>	<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: <a href="mailto:dpk@dpk.lt">dpk@dpk.lt</a>  <a href="http://www.dpk.lt">www.dpk.lt</a></p>	y	n
<b>Luxembourg</b>	<p>Commissariat aux Assurances          7, boulevard Royal          L-2449 Luxembourg          LUXEMBOURG          Tel.: +(352) 22 69 111          Fax: +(352) 22 69 10          e-mail: <a href="mailto:commassu@commassu.lu">commassu@commassu.lu</a></p>	y	n
<b>Poland</b>	<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  <a href="http://www.knuife.gov.pl">www.knuife.gov.pl</a></p>	y	n
<b>Slovakia</b>	<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 <a href="http://www.uft.sk">www.uft.sk</a>		
<b>Spain</b>	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
<b>United Kingdom</b>	Financial Ombudsman Service South Quay Plaza 183 Marsh Wall London E14 9SR, UK UNITED KINGDOM Tel.: +(44) (0)20 7964 1000 e-mail: <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a>	y	y