

MARKET BULLETIN

REF: Y4993

Title	International Complaints Handling: Belgium, Cyprus, Denmark, Greece, Netherlands and Portugal
Purpose	To advise that Belgium, Cyprus, Denmark, Greece, Netherlands and Portugal are in-scope for Lloyd's international complaints handling arrangements with effect from 1 July 2016
Type	Event
From	Paul Brady Head of Market Conduct
Date	5 May 2016
Deadline	1 July 2016
Related links	www.lloyds.com/complaintshandling

In January, Lloyd's notified details of its updated arrangements for international complaints handling - see [Market Bulletin Y4961](#). As noted in that bulletin, the implementation of the new arrangements to further territories will be notified to the market from time to time.

Managing agents are accordingly asked to note that **with effect from 1 July 2016 Belgium, Cyprus, Denmark, Greece, Netherlands and Portugal are, in-scope** for Lloyd's arrangements for international complaints handling.

Managing agents should therefore take steps to comply with the procedures set out in [Market Bulletin Y4961](#) in relation to complaints arising from the new countries now in-scope.

Further information

Any questions regarding the arrangements for complaints handling at Lloyd's can be sent to the Complaints Team by email at: complaints-enquiries@lloyds.com. Alternatively managing agents can contact the Complaint Handling Helpline on 020 7327 5696.

Copies of all relevant material including full details for all in-scope countries can be found at www.lloyds.com/complaintshandling including the summary key points relating to the countries in-scope from 1 July 2016.