

MARKET BULLETIN

REF: Y4970

Title	International Complaints Handling: Poland
Purpose	To advise that Poland is now inscope for Lloyd's international complaints handling arrangements
Type	Event
From	Karen Oliver Senior Manager, Complaints Team
Date	12 February 2016
Deadline	Immediately
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 immediate effect, Poland is 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 Poland.

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 of the key points relating to Poland.