

Mercer (Norge) AS

Complaints Handling Procedure for Insurance Mediation related complaints

Mercer (Norge) AS strives to provide you with good customer service and we welcome your feedback.

How to lodge a complaint

For complaints related to our insurance mediation services, you can lodge your complaint in person, by telephone or in writing with your Mercer contact.

Alternatively you can also lodge your complaint directly with our Legal Counsel, at sverre.steen-donvold@marsh.com

To send a complaint by post, please use address below and mark your letter with 'Attention' to your Mercer contact or to Legal counsel:

Mercer (Norge) AS
P O Box 1838 Vika
NO-0123 Oslo, Norge

Please note that if a complaint is made in person or by telephone, we may request that the complaint is also sent in writing.

To help us direct your complaint to correct area, include the following details in your complaint:

- information about the person lodging the complaint;
- what the complaint is about;
- any other relevant background information related to service provided.

What happens when I make a complaint?

- The complaint will be registered in our secure electronic complaints register and we will send an acknowledgement of receipt of your complaint within 5 business days.
- We will provide you with the contact details of the person who will be handling the complaint.
- After we receive your complaint, and we have all necessary information needed, we will investigate the matter fully. If we do not have all necessary information, and cannot deal with your complaint straight away, we will reach out to you for further information. We will keep you updated on the progress of your complaint resolution as needed.
- The final resolution of your complaint will be communicated to you in writing and sent by email or post.
- Documentation related to the complaint and any related personal information collected will be stored and dealt with in accordance with our data privacy and record retention protocols.
- If you are dissatisfied with the outcome of our complaints resolution, you may wish to refer the complaint to *Klagenemnda for forsikrings- og gjenforsikringsvirksomhet* (Complaints board for insurance and reinsurance activities) by post or email. Details are outlined below:

Klagenemnda for forsikrings- og gjenforsikringsmeglingsvirksomhet

Sekretariatet v/Finanstilsynet

Postboks 1187 Sentrum

0107 Oslo

Email: klagenemnda@finansstilsynet.no

For more information on *Klagenemnda*, please refer to <https://www.finanstilsynet.no/forbrukerinformasjon/forsikring/klagenemnda-for-forsikrings--og-gjenforsikringsmeglingsvirksomhet/>

We are committed to adhering to our complaints handling policy and procedures to ensure that your complaint is dealt with appropriately, fairly and as effectively as possible.

Kind regards,

Mercer (Norge) AS