

## International Complaints Handling at Lloyd's: Hungary

Definition of a complaint	A complaint is an objection from a client that relates to: the insurer's failures and activities prior to, or upon, the signing of the contract; contract fulfilment by the insurer; contract termination; the settlement of any contract related legal disputes after the contract has been terminated.
Definition of a complainant	A "client" in the definition of complaint above is an individual person or a commercial entity.
Application of Lloyd's procedure and local complaint regulations	<p>All insurance policies written on a freedom of services or establishment basis.</p> <p>Hungary has local complaints rules which in some areas are quite detailed. Managing agents writing Hungarian business should ensure their procedures are compliant with all local rules.</p>
Timescale	A final response to be provided within 30 days of receipt of the complaint.
EDR scheme and eligibility	<p>The relevant EDR scheme depends on the nature of the complaint. Please see Crystal for further information.</p> <p>Financial Consumer Protection Centre Hungarian National Bank BKKP Postafiók: 777 1534 Budapest Hungary</p> <p>Tel: +36 80 203 776 Email: <a href="mailto:ugyfelszolgalat@mnbb.hu">ugyfelszolgalat@mnbb.hu</a></p> <p>The Financial Arbitration Board Krisztina körút 39 1013 Budapest Hungary</p> <p>Tel: +36 14 899 100 Email: <a href="mailto:pbt@pszaf.hu">pbt@pszaf.hu</a></p>
Local Regulatory Reporting Requirements	None

Lloyd's Complaint Notice	A new complaints notice for Hungary will be published on the Lloyd's Wordings Repository. It will be referenced in the Pre-contractual notification and Insurance documents sections of Crystal.
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