

## **Petition settlement procedure**

Any natural person or legal entity, if they believe their rights have been injured (acknowledged by law, provided by the insurance contract or through the unjustified refusal to have their request related to a right solved) may address the company in order to have their right acknowledged and to recover the damage incurred.

For the amicable settlement in such situations, you may proceed as follows:

A. You may request information on the status of the damage file opened or its payment, through one of the following variants:

- by calling the telephone numbers : +40 21 222 0593 (Normal fee in Romtelecom. Telephone calls are charged according to the applicable Romtelecom rates. Details available at [www.romtelecom.ro/personal/asistenta/](http://www.romtelecom.ro/personal/asistenta/));
- by e-mail, to the e-mail address [office@medihelp.ro](mailto:office@medihelp.ro).

B. You may send a petition, through one of the following modalities:

- by submitting the written petition at the company's office or by filling in the complaint form available at the office;
- by e-mail, to the e-mail address [office@medihelp.ro](mailto:office@medihelp.ro);
- by mail/courier, to the headquarters address: str. Constantin Caracas Street, 1<sup>st</sup> District, Bucharest;
- through the company's website [www.medihelp.ro](http://www.medihelp.ro)

All the petitions are registered in the single register of petitions regardless of how they are received: through the registry office, by e-mail, through the online system. For the petitions received through one of the abovementioned modalities, Medihelp International Broker de Asigurare S.R.L. will send an official reply to the address stated by the petitioner (by e-mail or through the Romanian Mail).

The deadline for solving the petition is of maximum 30 calendar days from the date of registration of its receipt, according to the provisions of the CSA Order no. 11/2012.

### **Note!**

- Petitions/complaints received by phone will not be recorded.
- Anonymous petitions or those where the identification data of the petitioner in (name, surname, address, contact data) is not filled, will not be taken into account and will be classified, with the specification "PETITIONER DATA MISSING".

For any for information regarding the status of settlement of the petitions, you may send an e-mail to: [office@medihelp.ro](mailto:office@medihelp.ro) or may can contact us at the phone number: +40 21 222 0593 (Normal fees in Romtelecom. Phone calls are charged according to the applicable Romtelecom rates. Details available at [www.romtelecom.ro/personal/asistenta/](http://www.romtelecom.ro/personal/asistenta/))