

COMPLAINTS POLICY

In accordance with applicable regulations, TOBAM has implemented procedures to deal with clients complaints in an efficient, transparent and harmonized manner.

Definition of a complaint

A complaint is an expression of dissatisfaction made by a client. It can be communicated in any form, in writing, by e-mail or verbally.

Complaints policy

TOBAM endeavours to treat all complaints in line with the following principles:

- Unrestricted access to claims processing.
- Timely resolution of complaints: within 5 working days from receipt of the complaint, TOBAM will send a written confirmation of receipt to the complainant indicating the individual(s) responsible for investigating the complaint. A final response must be sent to the complainant within 2 months of receipt. If circumstances prevent the complaint from being resolved within the above timeframe, TOBAM will keep the complainant informed as to the status of the investigation.

Client service contact

Complaints may be sent to the following address:

TOBAM
Client service
49-53 avenue des Champs Élysées
75008 Paris
France

Email address: clientservice@tobam.fr

Telephone number: +33 (0)1 53 23 41 66