



Making a complaint
Atradius Ireland Credit Insurance

A man with a beard, wearing a dark suit, stands on the left holding a coffee cup. A woman with glasses, wearing a black blazer over a white shirt and black trousers, stands on the right, looking at a folder of documents. They are in a modern office with wood-paneled walls and a glass partition.

Right first time

At Atradius we strive for 100% customer satisfaction

In every aspect of your relationship with us we want to achieve maximum quality in our service. Our objectives are to build a mutually positive partnership in the area of credit management and long term added value in the service we provide to you.

Our commitment to quality guaranteed in your relationship with us

Service excellence

We take great pride in our high service standards and our team strives to give the utmost attention to detail at all times.

But, we also live in the real world and know that even if it's only very rarely, things can go wrong and when that happens we want to be able to put it right as quickly as we can.

It's important therefore for us to be informed about any issues so that we can take steps to improve our processes and service.

If you have a complaint

We value your feedback as it helps us improve our service and if you have a complaint, we want to resolve the issue for you as quickly as possible.

As you would expect, Atradius has appropriate and effective procedures in place for handling any complaints that we might receive. We commit to investigating the issue promptly and aim to resolve any complaints within a maximum of 10 working days.

Contacting Atradius

You can register your complaint in writing via email or letter or if you prefer, you can talk to our Customer Services Team or contact your Global Account Manager. N.B. Calls to Atradius numbers cost no more than standard rate.

T: +353 (0) 1 242 0100

E: irelandcustomerservice@atradius.com

Complaints procedure

You can request a printed copy of this Complaints Brochure free of charge from our Customer Services Team at any time, or you can download the Atradius Ireland Complaints Procedure from our website:

atradius.ie/article/ireland-customer-service-charter-and-complaints-procedure.html

Helping us to help you

To help us investigate an issue and respond to you as effectively as possible, please provide us with the following information:

- Your company name and address
- Your policy number if applicable
- A clear description of your complaint
- Your name and a daytime contact number or e-mail address where we can contact you

If applicable, please also provide:

- Copies of any relevant documents
- Previous relevant correspondence if any

What happens next

We will always acknowledge receipt of your communication so that you know we are listening and we aim to respond to any feedback, especially if you have a complaint, within 2 working days.

However, our first step is to understand what the problem is, and to find out what we can do to put the matter right. If we cannot resolve your concerns within 2 working days, you can expect:

- Formal acknowledgement of your complaint
- Details of the person dealing with the complaint and a contact number (this will always be the person within Atradius best placed to deal with the issue)
- A written response within 10 working days

We value your feedback. Please help us to get it right every time, for every customer.



Our customers can contact us at any time to talk about any questions that they might have

Our service commitment

Where a concern cannot be resolved immediately or within 2 working days, we will aim to provide you with a response to your feedback within a maximum of 10 working days.

However, if the matter on which you have contacted us is likely to take longer to investigate, we will tell you when you can expect to receive a response from us and in the meantime we will keep you informed of progress. Our final response will always be delivered within 8 weeks of your complaint.

In the unlikely event that we are unable to resolve your complaint you may be entitled to refer the matter to the Financial Services and Pensions Ombudsman.

For more information visit www.fspo.ie

It's always good to talk

If you have a question about our products or our service, or you are concerned about the way we have treated you, please tell us so that we can address the concern with you.

You can call your Account Manager, or speak to our Customer Services Team, or use the contact form on our website, <https://atradius.ie/contact/> so we can get in touch with you.

If you have an Insurance Broker, you can also ask them to contact us on your behalf.

Complaints against financial institutions or complaints about financial services should first be discussed with the financial institution concerned. To notify Atradius of a complaint you should use the steps outlined in this brochure.

Making a complaint to Atradius Customer Services Team

Our Customer Services telephone lines are open 9.00-17.00 Monday to Friday: +353 (0) 1 242 0100

The team can also be contacted by email: irelandcustomerservice@atradius.com
We will acknowledge your notification within 2 working days (typically same day response)

You will be offered the opportunity to discuss your concerns with a member of our team. We will endeavour to resolve your concerns as quickly as possible and within 10 working days

In the interim we will ensure that you are updated regularly about any investigations. We will always confirm our decision in writing.

The Financial Services and Pensions Ombudsman

In the unlikely event that we cannot resolve your complaint you may be entitled to refer the matter to the ombudsman. The Financial Services and Pensions Ombudsman Service is free to use and provides access to fair and impartial dispute resolution between customers and financial services firms.

To clarify whether your business can access support, visit: www.fspo.ie

The Financial Services and Pensions Ombudsman is an independent public body and enhances the financial services and pensions environment by using its powers to resolve disputes in a way which is fair, transparent and accessible to all.



An tOmbudsman Seirbhísi
Airgeadais agus Pinsean
Financial Services and
Pensions Ombudsman

The Financial Services Ombudsman Bureau and the Office of the Pensions Ombudsman were merged in 2017 to form the FSPO. The FSPO was established by the Financial Services and Pensions Ombudsman Act 2017 and opened for business on 1 January 2018.

The FSPO is funded by levies on financial services providers and by a grant from the government.

Contact:
Financial Services and Pensions Ombudsman
Lincoln House, Lincoln Place, Dublin 2, D02 VH29

Phone: +353 1 567 7000

Email: info@fspo.ie

Version 3 | 2025

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For details on how we handle personal data please refer to our Privacy Statement on the Atradius website: www.atradius.ie

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