Complaint Submission

At Seatack Agency, we focus on serving our clients and strive for an excellent working relationship, responding promptly to your questions and to any comments you may have. Despite our efforts, you may still have a complaint. We are always at your disposal to receive your comments, and we will make every possible effort to handle any matters concerning you responsibly.

Instructions for Submitting a Complaint:

If you wish to submit a complaint, you may fill in the **Complaint Submission Form** found further down this page and send it to us:

- By e-mail to info@seatack.gr (please include your full contact details in your message)
- Or by post, to our company:
  Seatack Asfalistikoi Praktores Single-Member P.C.
  5 Skoufa Str.
  Agia Paraskevi, P.C. 15343, Greece

Within 50 days of the date we receive your request or complaint, we will send you a written, reasoned reply. If we are unable to reply within this time frame, we will explain the reasons for the delay and give you an approximate estimate of when the matter will be completed. If the Company's reply does not satisfy or address your complaint or the matter concerning you, you may contact the competent Authorities (for example):

Bank of Greece
Department of Private Insurance Supervision
21 Eleftheriou Venizelou Str.,
102 50 Athens, Greece
Tel.: +30 210 3205222, +30 210 3205223

Hellenic Consumer Ombudsman
144 Alexandras Ave.,
114 71 Athens, Greece
Tel.: +30 210 6460862, +30 210 6460814, +30 210 6460612, +30 210 6460734, +30 210 6460458

In any case, please note that initiating the complaint/grievance handling procedure does not interrupt the limitation period of your legal claims, as provided by law.

COMPLAINT SUBMISSION FORM

Seatack
Insurance Agency

Full Name*	
Address*	
Tax ID No. (AFM)*	
Telephone*	
Email*	
Policy Number*	
Your complaint	
Subject	
Please describe in detail every event relating to your complaint, including the dates and the full names of the persons involved.	