

AppleCare+ – Issue Resolution – Ireland

AIG and Apple believe you deserve a courteous, fair and prompt service. AIG has asked Apple to deal with claim complaints relating to Hardware Coverage and Technical Support and all underwriting complaints on its behalf to ensure you have one point of contact on all matters. If there is any occasion when the service you receive does not meet your expectations, please contact Apple using the appropriate contact details below, providing your name and Covered Equipment serial number to help Apple deal with your comments more efficiently. You can provide your enquiry in any European language (including English).

By Telephone:	Local number available at support.apple.com/en-ie/HT201232
By Writing:	Apple Customer Support, Hollyhill Industrial Estate, Hollyhill, Cork, Republic of Ireland
By Email:	insurance_mediation_EMEIA@group.apple.com
Online:	Via Contact Apple Support at support.apple.com/en-ie/contact

If your concerns cannot be resolved by our support team, your case will be escalated internally to the regional Insurance Mediation team for further review. If your concerns are still unresolved, your case will be entered into the complaint process. You may also directly register a complaint by submitting it to Insurance_Mediation@EMEIA@group.apple.com.

If Apple is unable to acknowledge a complaint within five (5) business days of receiving it, keep You informed of progress, and resolve matters to your satisfaction within eight (8) weeks, you may be entitled to refer the complaint to one of the following ombudsmen who will review your case. Apple will provide details of how to do this when it provides its final response letter addressing the issues raised.

Please note: An ombudsman may not consider a complaint if you have not provided Apple with the opportunity to resolve it previously.

The Republic of Ireland Financial Services and Pensions Ombudsman
3rd Floor
Lincoln House
Lincoln Place
Dublin D02 VH29

By Telephone: 1890 88 20 90 or +353 16620899

By Email: info@fspoi.ie

The Republic of Ireland Financial Services and Pensions Ombudsman may not be able to consider a complaint if the complainant is a limited company with an annual turnover of more than €5 million.

If you have AppleCare+ with Theft and Loss for iPhone and wish to make a complaint relating to the handling of your Theft and Loss claim, please contact AIG using the appropriate contact details below. Please include your name and Covered Equipment serial number to help AIG deal with your comments more efficiently. You can provide your enquiry in the European language of your country of residence.

Online:	aigtheftandloss.ie
By Telephone:	+44 2082537480
E-mail:	appleescalationteam@aig.com

Following this complaint procedure does not affect your right to take legal action.

If you wish to complain about an insurance policy purchased online, you may be able to use the European Commission's Online Dispute Resolution platform, which can be found at consumer-redress.ec.europa.eu/index_en.

As AIG Europe S.A. is a Luxembourg based insurance company, in addition to the complaints procedure set out above, you have access to Luxembourg mediator bodies for any complaints you may have regarding this Policy. Contact details of the Luxembourg mediator bodies are available on AIG Europe S.A.'s website aig.lu.

This insurance is underwritten by AIG Europe S.A., an insurance undertaking with R.C.S. Luxembourg number B 218806. AIG Europe S.A. has its head office at 35 D Avenue John F. Kennedy, L-1855, Luxembourg, aig.lu. AIG Europe S.A. is authorised by the Luxembourg Ministère des Finances and supervised by the Commissariat aux Assurances 11, rue Robert Stumper, L-2557 Luxembourg, GD de Luxembourg, Tel.: (+352) 22 69 11 - 1, caa@caa.lu, caa.lu.

AIG Europe S.A. Ireland branch has its registered branch office at 30 North Wall Quay, International Financial Services Centre, Dublin 1, D01 R8H7 and branch registration number 908876 and is regulated for conduct of business in Ireland by the Central Bank of Ireland. Contact details of the Central Bank of Ireland are P.O. Box 559, North Wall Quay, Dublin 1, D01 F7X3. Telephone: 1890 77 77 77. Fax: 01 6716561. E-mail: enquiries@centralbank.ie. Web: centralbank.ie.