

# MFSA

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MALTA FINANCIAL SERVICES AUTHORITY

## **Note for Information**

### **EIOPA consultation on the Guidelines regarding complaints-handling by insurance intermediaries**

The European Insurance and Occupational Pensions Authority (EIOPA) launched today a public consultation on Guidelines regarding complaints-handling by insurance intermediaries. These Guidelines follow up previous EIOPA Guidelines on complaints-handling by insurers and thereby aim to ensure a “complete circle of protection” for consumers.

The Consultation Paper and the Template for comments can be viewed on EIOPA website (Link: <https://eiopa.europa.eu/consultations/consultation-papers/index.html>).

The public consultation will end on 28 June 2013 at 12.00 hrs CET. Comments should be submitted via email to (Link: [CP-13-006@eiopa.europa.eu](mailto:CP-13-006@eiopa.europa.eu)).

It would be appreciated if any feedback provided to EIOPA is copied to the Malta Financial Services Authority – Insurance and Pensions Supervision Unit via email to [ipsu@mfsa.com.mt](mailto:ipsu@mfsa.com.mt)

**Communications Unit**  
**Malta Financial Services Authority**  
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