

EIOPA-13/076

20 March 2013

**Overall results of the comply or explain**

**On Guidelines**

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| Title of Guidelines | Guidelines on Complaints Handling by Insurance Undertakings |
| Deadline for replies | 15th January 2013.  |
| No. of NCAs and/or FIs that replied | 32 NCAs including:27 EU Member States NCAsNon-EU EEA NCAs (Iceland, Liechtenstein, Norway) EU accessing countries: Croatia UK overseas territories: Gibraltar. |
| Results | All NCAs confirmed their compliance or intention to comply with the Guidelines. With few exceptions, they provided links to existing or planned national measures to incorporate the Guidelines. |
| Published in EIOPA’s website | <https://eiopa.europa.eu/publications/eiopa-guidelines/index.html> |