|  | **Comments Template on EIOPA-CP 13/006a and EIOPA-CP 13/006b**  **Consultation Paper on the Proposal for Guidelines on Complaints-Handling by Insurance Intermediaries and Draft Report on Best Practices by Insurance Intermediaries in handling complaints** | **Deadline 28 June 2013  12:00 CET** |
| --- | --- | --- |
| Company name: | ……. |  |
| Disclosure of comments: | EIOPA will make all comments available on its website, except where respondents specifically request that their comments remain confidential.  *Please indicate if your comments on this CP should be treated as confidential, by deleting the word* ***Public*** *in the column to the right and by inserting the word* ***Confidentia****l.* | Public/Confidential |
|  | **Please follow the instructions for filling in the template:**   * Do **not** change the numbering in column “Reference”, or any other formatting in the file. * Please fill in your comment in the relevant row. If you have no comment on a paragraph, keep the row empty. Please do not delete rows in the table. * Our IT tool does not allow processing of comments which do not refer to the specific paragraph numbers below.   + If your comment refers to multiple paragraphs, please insert your comment at the first relevant paragraph and mention in your comment to which other paragraphs this also applies.   + If your comment refers to sub-bullets/sub-paragraphs, please indicate this in the comment relating to the corresponding paragraph.   **Please send the completed template to** [CP-13-006@eiopa.europa.eu](mailto:CP-13-006@eiopa.europa.eu)**, in MS Word Format, (our IT tool does not allow processing of any other formats).**  The paragraph numbers and questions below correspond to document no. EIOPA-CP-13/006a.  There is an additional section at the end of the table for general comments on the draft Best Practices Report (document no. EIOPA-CP-13/006b). |  |
| **Reference** | **Comment** | |
| General Comment |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |
| 19. |  |  |
| 20. |  |  |
| 21. |  |  |
| 22. |  |  |
| 23. |  |  |
| 24. |  |  |
| 25. |  |  |
| 26. |  |  |
| 1. - on Impact Assessment |  |  |
| Q2a. - on Impact Assessment |  |  |
| Q2b. - on Impact Assessment |  |  |
| Q2c. - on Impact Assessment |  |  |
| Q2d. - on Impact Assessment |  |  |
| Q3. - on Impact Assessment |  |  |
| Best Practices Report Comments (EIOPA-CP-13/006b) |  |  |