



Complaints Procedure

It is our intention to provide you with a high level of customer service at all times. If there are occasions when we fail to meet your standards we will endeavour to put things right.

Notifying us of complaints

If you have any cause for complaint please initially contact the manager at this office at the address shown at the foot of this document. You may do this orally or in writing including by telephone or email.

If appropriate, you may also contact the Franchisor, Coversure Insurance Services Ltd. Contact details can be found on www.coversure.co.uk. Under FCA regulations they will not be able to deal directly with your complaint but will endeavour to facilitate a satisfactory outcome.

Our complaints process

We will fully investigate your complaint, keep you advised of progress and do everything possible to resolve your complaint

We will try to resolve your concerns quickly. If this is not possible we will acknowledge your complaint promptly in writing and do our best to resolve the problem as quickly as possible.

In the unlikely event that we have not resolved the complaint within 8 weeks we will write again to explain the reasons and advise when we expect to be able to give our final response. We will also provide you with information about the Financial Ombudsman Service. For more information visit www.financial-ombudsman.org.uk

If we decide that your complaint is more rightly dealt with by another party, for example the Insurer, then we will refer the complaint to them within 5 days of making this decision. We will then write to you with full referral details.

What to do if you are still not satisfied

If you are not satisfied with our final response to your complaint or if we have still not resolved your complaint within 8 weeks of receipt, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS).

The FOS is an independent service for settling disputes between businesses providing financial services and their customers. This service is free to customers. You can contact them at:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Tel: 0845 080 1800
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

You must approach the Financial Ombudsman Service within 6 months of our final response to your complaint. We will remind you of the time limits in our final response.

We are also required to inform you that, if you purchased your insurance online or exclusively by email, you can use the online [European Online Dispute Resolution](#) platform to provide details of your complaint, which we understand will then be forwarded to the Financial Ombudsman Service. However, this may be a slower route for handling your complaint than if you contact the Financial Ombudsman Service directly.

Authorised and regulated by the Financial Conduct Authority. Ref 307390



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