

## **COMPLAINTS PROCEDURE**

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with a high standard of service.

### **Our Complaints Procedure**

If you have any questions about your insurance or claim, you should, in the first instance, contact your insurance broker or adviser. Alternatively, you can contact us directly as below.

However, if you wish to make a complaint concerning any aspect of the services provided by us regarding your insurance or claim, please contact:

Complaints Department  
Channing Lucas & Partners Ltd.  
St Clare House  
30-33 Minories  
London, EC3N 1PE  
Tel: +44 (0)20 7977 5685  
Fax: +44 (0)20 7702 9276  
e-mail: DBeazley@CLPInsurance.co.uk

If your insurance is underwritten at Lloyd's and you are not satisfied with the outcome and wish to take the matter further, you can do so at any time by referring the matter to:

Policyholder & Market Assistance  
Lloyd's Market Services  
One Lime Street  
London, EC3M 7HA  
Tel: +44 (0)20 7327 5693  
Fax: +44 (0)20 7327 5225  
e-mail: complaints@Lloyds.com

If you are not satisfied with the final response from Lloyd's, or your insurer and:-

- you are a private individual, or
- you are a micro business, i.e. have an annual turnover of under EUR 2million and fewer than ten employees.

it may be possible for you to refer the matter to:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London, E14 9SR  
Tel: +44 (0)20 7964 0500  
e-mail: complaint.info@financial-ombudsman.org.uk  
web: www.financial-ombudsman.org.uk/

This must be done within 6 months of the final response, without prejudicing your right to take legal action.