

COLLINGWOOD INSURANCE SERVICES (UK) LIMITED

COMPLAINTS HANDLING PROCEDURE (SUMMARY)

This leaflet provides information on how Collingwood Insurance Services (UK) Limited will act in the event that it receives a complaint. It describes the firm's procedures, which are in accordance with the requirements of the Financial Conduct Authority.

All complaints should be referred in the first instance to any of the following (please supply your policy number and full name and address):

Collingwood Insurance Services (UK) Limited
Collingwood House
Redburn Court
Earl Grey Way
North Shields
NE29 6AR

Telephone: 0345 4700011

Email: enquiries@collingwood.co.uk

NB a complaint which can be resolved within 3 business days following receipt is not subject to the following steps;

Following receipt of a complaint, a written acknowledgement will be issued promptly. This will include:

- (i) details of the person who will be dealing with the complaint;
- (ii) a statement of the company's understanding of the nature of the complaint;
- (iii) a statement that a written response will follow once the investigation is complete (unless it is possible to resolve the complaint at an early stage. In this situation, a final response may be incorporated with the initial acknowledgement).

Complainants will be updated periodically with the progress of measures taken to resolve their complaint.

If an investigation is not complete within eight weeks of receipt of the complaint, a letter will be forwarded to the complainant confirming that Collingwood Insurance Services (UK) Limited is still not in a position to provide a final response. It will also provide a reason for the delay and a further target date for resolution.

Complainants may have the right to refer their complaint to the Financial Ombudsman Service (FOS) if eight weeks have passed and they have not received a final response from the firm. An explanatory leaflet will be provided.

Once the investigation is complete, a letter will be forwarded to the complainant confirming the company's final decision. This final response will include a copy of the Financial Ombudsman Service's explanatory leaflet (if not supplied previously).

The Ombudsman may be contacted at:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4 567 from a landline or 0300 123 9 123 from a mobile

E mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Alternatively to the Financial Ombudsman Service (FOS), Collingwood Insurance Services (UK) Ltd also subscribe to the Online Dispute Resolution Scheme (ODR), you may submit your complaint online at <http://ec.europa.eu/consumers/odr/> and the ODR will forward your complaint to the FOS on your behalf, please note the ODR do not investigate complaints they distribute them to the relevant alternative dispute resolution scheme.