

Important Information

What to Do If You Have A Complaint

It is the intention to give **you** the best possible service but if **you** do have any questions or concerns about this insurance or the handling of a claim **you** can call, email or to write to us:

Complaints regarding the SALE OF THE POLICY

Customer Relations Team

UK General Insurance Group Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

Complaints regarding LIABILITY CLAIMS

Langley's LLP, Queens House, Micklegate, York YO1 6WG

Tel: 01904 686 790

Email: ukg@langleysclaimsservices.com

If **your** complaint about **your** liability claim cannot be resolved by the end of the third working day, it will be passed to:

Customer Relations Team

UK General Insurance Group Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

Complaints regarding ALL OTHER CLAIMS

Customer Relations Department

Global Response Ltd, 3rd Floor Fitzalan House, Fitzalan Court, Cardiff CF24 0EL

Tel: 0333 400 2191

Email: customer.services@global-response.co.uk

On all correspondence please tell us you are insured by Benefits Alliance Insurance and provide the reference number shown in the policy wording along with the unique policy number from your policy schedule. This will help us to validate your policy details and deal with your query as quickly as possible.

If it is not possible to reach an agreement, **you** have the right to refer **your** complaint to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk.

The Financial Ombudsman Service,
Exchange Tower, London E14 9SR

Tel: 0800 023 4567

www.financial-ombudsman.org.uk/contact-us/complain-online

If you have purchased the insurance policy online, you may also raise your complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **your** complaint than if **you** contact the Financial Ombudsman Service directly.

The Compensation Scheme

If Great Lakes Insurance SE cannot meet their obligations, **you** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.