

# INSURE AS U GO

- - MONTHLY HOME INSURANCE - -

## **What to do if you have a complaint**

Our aim is always to provide a first class service, however, if you wish to register a complaint, please contact us by writing to Complaints Manager, Insure As U Go, 6 Concept Park, Innovation Close, Poole, BH12 4QT, or, by telephone 01202 307930.

We will acknowledge your complaint within 3 working days and will keep you informed of progress. We will aim to make a final response to you within eight weeks. If the complaint cannot be resolved within this timescale we will write to you with an explanation, as to the progress and the possible timescales involved.

In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded in writing, and will track the progress of the complaint and responses of that party. If your insurer is a Lloyds managing agent (see policy wording) and you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

### **Complaints**

**Lloyd's  
One Lime Street  
London  
EC3M 7HA**

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Telephone: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

### **Lloyd's Policyholder Leaflet**

[How We Will Handle Your Complaint](#)

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local dispute resolution service – this process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>.

Alternatively, should you remain dissatisfied with Lloyd's final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The FOS's contact details are as follows:

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

[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)