

Complaints

We are committed to providing a high level of service to all our clients but occasionally things can go wrong. If this happens, we will do what we can to put things right.

If you have any questions or concerns about your policy, our service and the handling of a claim you should, in the first instance, telephone or email us:

Telephone: 0800 970 9442

Email: info@generalandmedical.com

If you wish to make a written complaint please send it to:

Complaints

General & Medical House

Napier Place

Peterborough

PE2 6XN

Should your complaint relate to the administration or sale of your policy, we will acknowledge receipt of your complaint and will respond directly to you.

Should your complaint relate to policy coverage or a claims decision, we will acknowledge receipt of your complaint and tell you which underwriter will be dealing with your complaint and when you can expect to receive a further response.

We will aim to resolve your complaint immediately or if this is not possible, within three business days of receipt.

If your complaint is not resolved to your satisfaction within that time, we will write to you advising of the next steps we will be taking to resolve it.

If you are not happy with our resolution to your complaint, you may be eligible to refer your complaint to Lloyd's of London (Lloyd's policyholders only, please refer to the 'Complaints' section of your policy booklet)

Complaints

Lloyd's

Fidentia House

Walter Burke Way

Chatham Maritime

Chatham

Kent

ME4 4RN

Telephone: 020 7327 5693

Email: complaints@lloyds.com

Website: www.lloyds.com/complaints

Lloyds will investigate your complaint and provide a final response.

Should you remain dissatisfied with Lloyd's final response or if after 8 weeks of making your complaint you remain unhappy with our response or we have not given you our final response, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS).

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you have bought our products or services online, you can also refer your complaint to the European Online Dispute Resolution on their website: <http://ec.europa.eu/odr>