

Kingsborough

INSURANCE SERVICES

Dear Customer

Our aim is always to provide our customers with a first-class service; however, we are aware that, occasionally, it is possible that we may fail to meet your expectations.

If you need to make a complaint, in the first instance, you should contact us either in writing to: Phil Messer, Insurance Business Manager, Kingsborough Insurance Services Limited, Queensway House, 11 Queensway, New Milton, Hants BH25 5NR or by phone on 01425 632341 or fax on 01425 632261.

Where a complaint arises we will, wherever possible, endeavour to resolve the matter by close of business the next day. If this is not possible, to enable us to remedy the situation in a speedy and efficient manner we have a documented, formal complaints procedure, details of which are shown below:

- 1) We will acknowledge your complaint promptly, giving you the details of who will be handling the matter in our office.
- 2) In the event that your complaint relates to activities or services provided by another party, we will ensure that your complaint is appropriately forwarded, and will track the progress of the complaint and responses of that party.
- 3) We will aim to make a final response to you within eight weeks, or keep you informed as to why this is not possible. If, because our investigations are still outstanding, we are unable to issue our final response at this time, we will tell you when we will contact you again.
- 4) If you are dissatisfied with our response, or the delay at this time, you will have a period of six months in which you can refer the matter to the Financial Ombudsman Service, whose details are shown below.

When we provide our final response letter, we will endeavour to ensure that we have taken into consideration any financial losses you may have suffered. If we do not feel that your complaint is justified, we will advise you of the reasons for our decision and we will also advise how you may pursue the complaint if you remain dissatisfied. At that time, if we do not hear from you within eight weeks, the complaint will be treated as closed.

The Financial Ombudsman Service provides consumers with a free, independent service for resolving disputes with financial firms. The FOS Consumer Helpline is on 0845 080 1800 and their address is:

Financial Ombudsman Service

South Quay Plaza

183 Marsh Wall

London E14 9SR