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 +44 (0) 1242 323432  
 [info@insurety.insure](mailto:info@insurety.insure)  
 [insurety.insure](http://insurety.insure)

 Insurety Ltd  
Cheltenham Film Studios  
Hatherley Lane  
Cheltenham, GL51 6PN

## **Insurety External Complaints Procedure**

At Insurety we will always do our best to provide you with a high level of service and customer care. However, we acknowledge that sometimes things can go wrong, and we may fail to meet your expectations. Our complaints procedures allow us to deal with complaints fairly, effectively, and promptly. If you feel we have let you down, please tell us why.

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

You can raise your complaint with us by telephone, email, letter, or in person to:

Email – [complaints@insurety.insure](mailto:complaints@insurety.insure)

Telephone - 01242 323432

Address – Ben Rod  
Insurety  
Cheltenham Film Studios  
Hatherley Lane  
Cheltenham  
GL51 6PN

### **How we will handle your complaint**

We will:

- Endeavour to resolve your complaint as quickly as possible
- Acknowledge your complaint promptly, and in writing
- Provide you with written confirmation of the person dealing with your complaint and how to contact them. Within five working days.
- Provide a final response to your complaint within eight weeks of receipt.




### **If we cannot reach a resolution**

If you are dissatisfied with our Final Response, you have the right to refer your complaint to the Financial Ombudsman Service (FOS), free of charge but you must do so within six months.

You also have the right to refer to FOS if we fail to provide a final written response within eight weeks.



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If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in limited circumstances. For example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact details for the Financial Ombudsman are as follows:

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

Telephone – 0800 0234567

Email– [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further information is available on the Financial Service Ombudsman website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)