



Brit Insurance – Complaints Process

Complaints are dealt with by our Customer Relations team:

Customer Relations

Brit Insurance
55 Bishopsgate,
London EC2N 3AS

T: +44 (0)20 7098 6509
F: +44 (0)20 7984 8473
E: customer.relations@britinsurance.com

We are regulated by the Financial Services Authority (FSA) and will deal with your complaint in accordance with its rules.

Where possible, our claims/underwriting teams will endeavour to resolve the complaint to your satisfaction informally. If this is not possible the complaint will be investigated by our Customer Relations Team. We will contact you initially to confirm which member of the team will be dealing with your complaint, who will thereafter keep you updated throughout the investigation.

If your complaint is about a policy where cover is provided by our Lloyd's Syndicate and you are unhappy about the way we deal with and/or respond to your complaint, you may be entitled to submit a formal complaint to Lloyd's. Please note that you do not have to wait for our response to your complaint if you wish to approach Lloyd's immediately.

If your complaint is about a policy where cover is provided by Brit Insurance Ltd and you are unhappy about the way we deal with/respond to your complaint, you may be able to refer your complaint to the Financial Ombudsman Service (FOS) to review the outcome of our investigation.

The FOS will not review a complaint until we have been given the opportunity to carry out our own investigation. If you are dissatisfied with our findings, the usual point at which you will be able to ask the FOS to review matters is after we have issued our final response; however, you may also be able to refer the matter to the FOS if we do not issue a final response within 8 weeks. The FOS website contains information in relation to this. Please note that your referral to the FOS must be within 6 months of our final response otherwise you may lose your entitlement to an FOS review.

We will explain your escalation options when we reply to your complaint.

Referring your complaint to Lloyd's and/or the Financial Ombudsman Service does not affect your legal rights.

Lloyd's and FOS Contact Details

The Financial Ombudsman Service

South Quay Plaza
183 Marsh Wall
London E14 9SR

T: 0845 080 1000
T: (from outside UK) +44 (0)20 7964 1000
E: complaint.info@financial-ombudsman.org.uk
W: www.financial-ombudsman.org.uk

Policyholder & Market Assistance

Lloyd's Market Services

G6/86
One Lime Street
London EC3M 7HA

T: +44 (0)20 7327 5693
F: +44 (0)20 7327 5225
E: complaints@lloyds.com
W: http://www.lloyds.com/About_Us/Contact_us/Contact_us.htm