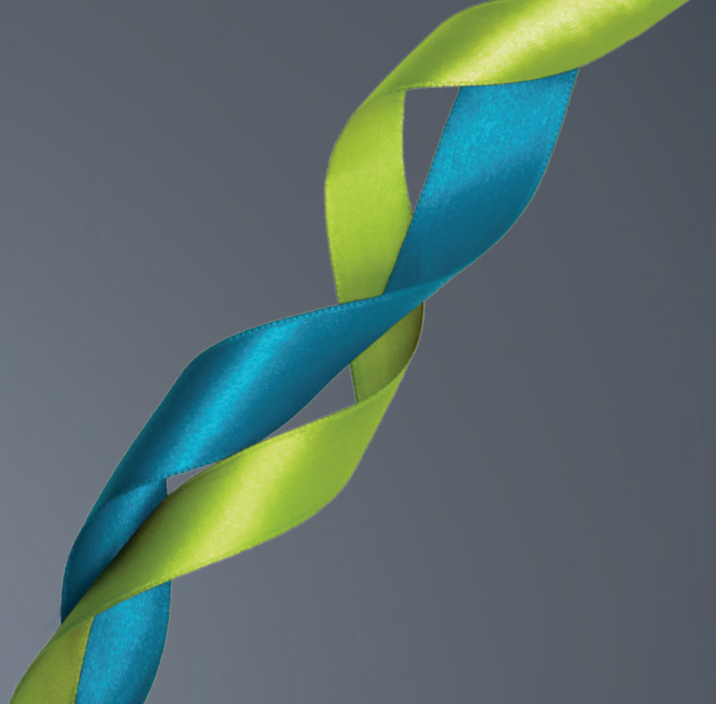


Complaint Handling Procedures



If you have any reason to complain about the advice or service you have received, please contact us as soon as possible

You can complain in writing or verbally at any time to:

Ansvar Insurance

Ansvar House
St. Leonards Road
Eastbourne, East Sussex
BN21 3UR

Tel: **0345 60 20 999** or **01323 737541**
Email: **ansvar.insurance@ansvar.co.uk**

Our promise to you

We will aim to resolve your complaint within one business day.

If this is not possible:

- We will promptly acknowledge all complaints
- All complaints will be investigated diligently and impartially within Ansvar
- We will respond formally to your complaint as soon as possible
- We will keep you informed of the progress of the investigation

If you are not satisfied with our response, or we have not completed our investigation after eight weeks, we will inform you of your right to take the complaint to:

Financial Ombudsman Service

Exchange Tower
London, E14 9SR

Tel: **0800 023 4567** or **0300 123 9123**
Website: **www.financial-ombudsman.org.uk**
Email: **complaint.info@financial-ombudsman.org.uk**

This complaints procedure does not affect your right to take legal proceedings.

Ansvar Insurance, Ansvar House, St. Leonards Road,
Eastbourne, East Sussex, BN21 3UR
Tel: 0345 60 20 999 or 01323 737541 | Fax: 01323 644082
Email: ansvar.insurance@ansvar.co.uk | www.ansvar.co.uk

Business division of:
Ecclesiastical Insurance Office plc
Registered Office: Beaufort House, Brunswick Road, Gloucester GL1 1JZ
Registered No. 24869 England

Member of:
Association of British Insurers, Financial Ombudsman Service
Authorised by the Prudential Regulation Authority and regulated by the
Financial Conduct Authority and the Prudential Regulation Authority

This can be checked on the Financial Services Register at:
www.fca.org.uk/register/

Tel: 0800 111 6768

All content © Ecclesiastical Insurance Office plc 2015 UW835-1 07/15