



### **Complaints Procedure**

It is always our intention to provide you with the highest level of customer service at all times. If there are occasions when we fail to meet your expectations, we will endeavour to put things right.

### **Notifying Us of a Complaint**

If you have cause for complaint, please contact us immediately. You may do this orally or in writing including by phone or email.

Our contact details are:

Email: andrewlucia@prosureolutions.co.uk  
Phone: 0203 150 1940

Address: 150 Minories  
London  
EC3N 1LS

### **Our Process**

Any complaint received will be handled with professionalism and courtesy at all times. All communication with you will be clear, in plain language, and not misleading.

We will fully investigate your complaint, keep you informed of progress, and do everything possible to resolve your complaint. We will try to resolve your concerns quickly. If this is not possible, we will acknowledge your complaint promptly in writing and do our best to resolve the problem as quickly as possible.

In the unlikely event that we have not resolved the complaint within 8 weeks we will write again to explain the reasons and advise when we expect to be able to give our final response. We will also provide you with information about the Financial Ombudsman Service.

For more information visit [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

If we decide that your complaint is more rightly dealt with by another party, for example the Insurer or your Broker then we will refer the complaint to them within 3 days of making this decision. We will then write to you with full referral details.

### **What To Do If You Are Still Not Satisfied**

If you are not satisfied with our final response to your complaint or if we have still not resolved your complaint within 8 weeks of receipt, you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS).

The FOS is an independent service for settling disputes between businesses providing financial services and their customers. This service is free to customers.

You can contact them at:

Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR

Tel: 0800 0234567

You can register a complaint with them either by phone, by email or by completing an online form. Please remember that their phone lines can be busy.

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

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You must approach the Financial Ombudsman Service within 6 months of our final response to your complaint. We will remind you of this time limit in our final response letter to you.