

Complaints Handling Procedure

These service standards do not apply where a complaint has been resolved by close of business on the business day following its receipt.

We are committed to providing a high quality insurance service to our clients. If something goes wrong we need you to tell us about it so that we can improve our standards. A complaint is where we have caused you, or may cause you to suffer financial loss, material distress or material inconvenience

If you have a complaint, you may raise the matter with the person who handles your policy or claim. They will do their best to address the problem to your satisfaction. It is our experience that most difficulties can be swiftly resolved at this stage.

You may contact us:-

- In writing at:

Butterworth Spengler Insurance Brokers,
20-24 Faraday Road,
Wavertree Technology Park,
Liverpool
L13 1EH

- By telephone*: 0151 494 4400
- By e-mail: info@bsig.co.uk

Any complaint made by telephone that is not resolved immediately will be followed up in writing.

We will promptly send you written acknowledgement of your complaint, giving the name or job title of the individual handling the complaint for us (together with these details of our Complaint Handling Procedures).

The complaint will be thoroughly investigated and we will keep you fully informed throughout the process.

Within four weeks of receiving the complaint, we will write to you with our final response and confirm any options available to you if you are dissatisfied. However, if we are unable to provide you with a final response within this time, we will advise you of the reasons for the delay and advise you when you may expect further contact from us.

In the case of private clients, and commercial clients with an annual turnover of less than £1 million, if we cannot settle your complaint to your satisfaction, you have the right to refer the matter to The Financial Ombudsman Service (FOS) within six months. Contact details are as follows:

Insurance Division
The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

T: 0800 023 4567
F: 0207 964 1001
E: complaint.info@financial-ombudsman.org.uk

Your Insurer also operates a complaints procedure, details of which will be in your policy wording.

*Calls to our office are recorded for training and security purposes.