

Euromarine Insurance Services Limited

Customer Complaints Procedure

It is always our intention to ensure we provide you with the best possible standards of service. We accept however that occasionally things do go wrong. In the event they do and you wish to make a complaint, please contact us in one of the following ways:

- By telephoning (01843) 603345 between 8.30 am – 5.00 pm Monday to Friday. Please have your insurance documents or other relevant correspondence to hand.
- In writing quoting your name and policy number to:
The Managing Director
Euromarine Insurance Services Ltd
Euromarine House
18 St Peters Park Road
Broadstairs
Kent CT10 2BL
This can be facsimiled to us on 01843 603346
- e-mail: reception@euromarine-ltd.com
Please quote your name and policy number.

How Your Complaint Will Be Dealt With

1. You will receive a prompt acknowledgement of your complaint letting you know who will be dealing with this. At this stage we may need to ask you for further information.
2. Your complaint will be investigated promptly, and if there is a delay in providing you with our response we will advise you of this, and indicate when we will be in further contact. If we are unable to give you our decision within eight weeks, we will write to you again advising the reasons for the delay and when we expect to be able to provide this to you.
3. Our investigation of your complaint will take the form of gathering information from the relevant people and reviewing documentation which we hold. Your complaint will be investigated thoroughly and fairly.
4. On completion of our investigation into your complaint, we will write to you and provide you with a clear explanation of our findings. If your complaint is upheld, we will offer a fair and appropriate settlement or take appropriate action.
5. If we are unable to provide you with a decision within eight weeks and you are not satisfied with the reasons for the delay or you are unhappy with the final outcome of our investigation, you may be entitled to refer your complaint to the Financial Ombudsman Service, which is an independent resolution scheme. If this is the case we will confirm this in our letter to you and you will be given the full name, address and telephone number of the Financial Ombudsman Service and a leaflet entitled “Your complaint and the ombudsman”.

The website for the Financial Ombudsman Service is: financial-ombudsman.org.uk

If your complaint concerns the services provided by your Insurer or a firm with whom we conduct business

You may contact us initially if it involves any complaint relating to a company we do business with. We will then contact the company in question on your behalf to process the complaint under their own complaints procedure, and we will advise you in writing from whom you can expect to receive a response.

If the dispute involves your Insurer, we recommend you follow the complaints procedure as set out in your policy booklet.