



CUSTOMER Complaints Procedure



Here at Reich we are committed to providing you with an exceptional standard of service. Unfortunately, on occasion things can go wrong & you may feel we have not provided the service you expected. We want to hear from you and this is designed to let you know how to...

INITIATE YOUR COMPLAINT

If your complaint relates to your policy please contact the Account Handler who originally dealt with it by calling the telephone number at the end of this leaflet. If your complaint is regarding a claim on your policy please contact the Claims Handler who dealt with your claim at our office or contact your Insurer.

We expect most complaints will be dealt with satisfactorily at this stage. However, if you are still not happy, you can escalate your complaint as follows. If your response is unsatisfactory, please ask to have the matter referred to the Complaints Officer for your policy type. If this person has already been involved in your complaint we will ensure another senior member of staff is sought to resolve your complaint.

ESCALATE YOUR COMPLAINT BEYOND REICH

If you have received our final response and are still dissatisfied you can refer your complaint to the Financial Ombudsman Service, South Quay Plaza, Docklands, London, E14 9SR.

This is an independent body that arbitrates on complaints about general insurance products. It will only deal with your case if:-

- ◆ We have given you written confirmation that our internal complaints procedures have been exhausted.
- ◆ Your business has a turnover of less than £1,000,000

You have 6 months from our final response to refer to the Ombudsman

Completing this form

1. Please complete in block capitals using black ink as we may need to photocopy it.
2. Please relay your complaint clearly and concisely giving as much relevant detail as possible.
3. Tell us what you would like the outcome of your complaint to be.
4. Attaching other details;
 - ◆ Please ensure you highlight the number of attachments you provide so we are sure nothing is missing when it is received in our office
 - ◆ Send us copies not original documents, as they may be lost in the post.
 - ◆ Please continue on a separate sheet if necessary.

COMPLAINT FORM

Name

Address

Telephone Number

Policy/Claim Number

Broker reference (if known)

Policy type (e.g. Motor)

Provide brief details of your complaint

Reich Group of Companies

Medal House

197, Chapel Street

Manchester

M3 5EQ

Tel: 0161 834 8877

Fax: 0161 835 1656