

It is always our intention to provide a first class service to our customers. However, we do appreciate that occasionally things go wrong. We take all complaints seriously and aim to resolve them fairly and promptly. The information below explains how you can complain and also how we will deal with it.

How to make a complaint

You can notify us by telephone, face-to-face or in writing including fax and email.

For insurance related complaints (i.e. personal and commercial insurance) please contact:

Complaints/Customer Services Dept
Harbour House
126 Thorpe Road,
Norfolk
Norwich
NR1 1UL

Tel: 01603 218 000
Email: complaints@alanboswell.com

For financial services related complaints (i.e. pensions and investments) please contact:

Complaints/Customer Services Dept
Cedar House
105 Carrow Road
Norwich
Norfolk
NR1 1HP

Tel: 01603 218 000
Email: complaints@alanboswell.com

Definition

We judge a complaint to be any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination which alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience.

How we deal with your complaint

Timeframes

- Responding in a calm and courteous manner, we always aim to resolve complaints within three business days following receipt (e.g. received Monday 10am, aim to resolve by Thursday 5:30pm).
- Occasionally, for more complex cases we need additional time to investigate the concerns raised. In such cases we aim to acknowledge the complaint within 5 business days, providing the name of the person dealing with it as well as an indication of when to expect the matter to be concluded.
- If we cannot resolve the matter within 8 weeks we will write explaining why and point out the next steps available to you (i.e. the Financial Ombudsman Service).

Our response

- If we are able to resolve within three business days following receipt, you will be sent a 'summary resolution communication' which will confirm the matter has been resolved and details of the Financial Ombudsman Service.
- Where we have been unable to resolve the complaint within these three days, we will write to you formally providing details of our investigation and outcome. This response will explain our position clearly and in plain language. The response will also provide Ombudsman referral rights.
- If we agree to pay any redress or compensation, we will do so promptly.

Referring a complaint to another firm

Where we have reasonable grounds to be satisfied that another firm is solely or jointly responsible for the issues raised, the complaint will be referred to them promptly on your behalf. We will inform you of the referral, provide their contact details and follow the matter up with them to make sure your concerns are properly addressed.

What to do if you remain dissatisfied with our response

Having received our final response, if you remain dissatisfied you may be entitled to refer your complaint to the Financial Ombudsman Service (FOS). This service is provided free of charge. Their contact details will be provided with our final response, but for convenience we also detail them below:

- visit the web-site at <http://www.financial-ombudsman.org.uk>
- call on 0800 023 4567 or 0300123 9123
- write to them or visit them at the Financial Ombudsman Service, Exchange Tower, London, E14 9SR
- e-mail them at complaint.info@financial-ombudsman.org.uk

You can find out more information here: <http://www.financial-ombudsman.org.uk/publications/consumer-leaflet.htm>

The FOS are the UK's primary escalation point when you remain dissatisfied, however we are also required to make you aware of a European scheme which caters purely for products and services bought on-line, or by e-mail. This scheme is known as 'Online Dispute Resolution' (ODR) and is available at the following link <http://ec.europa.eu/odr>. Please bear in mind that a complaint via the ODR platform is likely to end up with the FOS. You may also be able to take civil action.