

Complaints Procedure

What to do should you have a Complaint

In the event that you wish to make a complaint, you should in the first instance contact the broker/ agent through whom you purchased your policy.

Alternatively, you may contact a member of the Compliance Team at:

Managing Agency Partners Limited
Fitzwilliam House
10 St Mary axe
London. EC3A 8EN

Telephone: +44 (0)20 7709 3860
Fax: +44 (0)20 7709 3861
Email: complaints@mapunderwriting.co.uk

Should you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Complaints
Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent. ME4 4RN

Email: complaints@lloyds.com
Telephone: +44 (0)20 7327 5693
Website: www.lloyds.com/complaints

Ultimately, should you remain dissatisfied with Lloyd's final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The FOS's contact details are as follows:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange
London
E14 9SR

Telephone: +44 (0)300 123 9 123
Website: www.financial-ombudsman.org.uk (An on line complaint form is available for completion)

Policyholders who purchase their policy on line within the EU should note that they may be able to refer their complaint via the EU Online Dispute Resolution (ODR) platform at: <http://ec.europa.eu/odr>