



Insurance  
Services

## **SJL Insurance Services - Complaint Handling Procedure**

We strive to provide the best possible service. However, we appreciate that at times we may not meet your expectations. If this occurs, we want to do our best to resolve your issues as quickly and effectively as possible.

### **If you need to make a complaint we will:**

- make it easy for you to tell us about your complaint
- attempt to resolve your complaint as swiftly as possible
- carry out a full investigation
- keep you fully informed of our progress
- provide you with a full account of our findings and any action we intend to take.

If you make a complaint we will try to resolve it to your satisfaction by the close of business on the third working day after you first contacted us. In these cases we will write to you by email confirming that you had raised a complaint and that we now consider the matter resolved. However, if we can't resolve your complaint within this timeframe we will follow the following process:

- We will write to you within five working days of receiving your complaint. We will either provide a full response, or send you an acknowledgement letter which will tell you who is dealing with your complaint, provide their contact details and give the expected timescales for achieving a resolution.
- In the event that your complaint relates to activities or services provided by another party, we will advise you of this in writing giving the reasons for our decision and ensure that your complaint is promptly forwarded to the appropriate party.
- We will investigate your complaint fully and once this is completed we will contact you with our findings. We will also provide our final response in writing. If your complaint is particularly complex, we may need to spend longer investigating it. In these cases, we will keep you updated on our progress.
- In all cases we will respond to your complaint within eight weeks, in line with the deadline set by the Financial Conduct Authority.

If you are a consumer (someone purchasing insurance not related to a business) and your complaint is in relation to a policy provided by underwriters at Lloyd's, in the unlikely event that you remain dissatisfied with our response, we are obliged to inform you may be entitled to refer the matter to the Complaints team at Lloyd's. Full details of Lloyd's complaints procedures are available at <http://www.lloyds.com/complaints> and the Complaints team's contact details are as follows:

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

Tel: 0207 327 5693

Fax: 0207 327 5225

Email : [complaints@lloyds.com](mailto:complaints@lloyds.com)

### **The Financial Ombudsman Service**

We try to resolve all complaints internally. However, if you remain unhappy with our response, or if we have not resolved it after eight weeks you may have the right to refer your complaint to the Financial Ombudsman Service. If you want the Financial Ombudsman Service to look into your complaint, you should refer it to them within six months of the date of our final response to you.

You can contact them at:

**The Financial Ombudsman Service**

**Exchange Tower**

**London**

**E14 9SR**

**Tel: 08000 234 567** (free for people phoning from a landline at home)

**Or: 0300 123 9 123** (free for mobile-phone users who pay a monthly charge for calls to numbers starting 01 or 02)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The Financial Ombudsman Service offers a free independent service and they can help with many financial complaints. For further information you can visit their website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).