

making a complaint.

OUR COMMITMENT TO YOU

Bspoke Underwriting Ltd is committed to delivering the highest standard of service to all of its customers. However, should you need to complain about your policy or the handling of your claim we want to ensure that it is dealt with quickly and fairly.

HOW TO COMPLAIN

To make a complaint about your insurance policy, please contact the broker who sold the policy to you, or in the event of a complaint about a claim, please contact the firm handling your claim. Their contact details are provided in your policy documentation.

If you wish to make a complaint to Bspoke Underwriting Ltd, you can contact our Customer Relations Team by calling **0333 400 9070** or emailing [**complaints@bspokegroup.co.uk**](mailto:complaints@bspokegroup.co.uk)

There are a few things we'll need from you so it will help to have this information to hand if you do raise a complaint;

- Your policy number. This will help us to find your details easily and establish how best to help you.
- Details of what went wrong. Please aim to provide as much detail as you can relating to your complaint and any key events.
- How can we contact you? Your preferred method of contact, should we need to speak with you further.

THE FINANCIAL OMBUDSMAN SERVICE

If you are unhappy with the outcome of your complaint or if the investigation into your complaint is not completed within 8 weeks, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent service for settling disputes between customers and financial services providers.

Please note that if you wish to refer your complaint due to you being unhappy with the outcome of the complaint you must refer to the Financial Ombudsman Service within 6 months of receiving a final response letter.

Further information can be found here www.financial-ombudsman.org.uk