

# UIB Customer Care

## Customer Care Statement

We recognise that despite our commitment to providing a professional service at all times, you may sometimes feel unhappy with the service you receive from us. If this happens it is important that you let us know so that we can do our best to resolve the problem. Telephone calls may be monitored or recorded for quality and training purposes.

1. We will investigate your complaint competently, diligently and impartially
2. We will assess your complaint fairly, consistently and promptly taking into account all relevant factors
3. We will explain to you promptly in a way that is clear, fair and not misleading our assessment of your complaint and our decision

## How do I make a complaint about the services offered?

If your complaint relates to the sale or administration of your policy you should contact the UIB Customer Services team in writing to: UIB Customer Services, 39/51 Highgate Road, London NW5 1RT; by telephone on 0343 178 1226; or by email to [customercare@uibuk.com](mailto:customercare@uibuk.com).

You will be sent a written acknowledgement of your complaint within 5 business days of receipt giving the name of the individual handling the complaint and including details of our internal complaint procedures. A final response must be provided within 8 weeks of receipt of your complaint. If we are unable to meet this deadline we will provide you with a full explanation, provide reasons for the delay and indicate when a final response can be provided.

If you are dissatisfied with this delay you are entitled to refer your complaint to the Financial Ombudsman Service at this stage. If, following receipt of our final response, you feel the matter has not been resolved to your satisfaction you can refer your complaint to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR; or [www.fos.org.uk](http://www.fos.org.uk).

If you bought your policy online you can use the Online Dispute Resolution platform to submit your complaint to the Financial Ombudsman Service: <http://ec.europa.eu/consumers/odr/>