

Pinsure Limited

Fax: 01903 815123

e-mail: pinsure@pinsure.co.uk

CLIENT COMPLAINTS PROCEDURE LEAFLET

Pinsure Limited endeavours to provide a high standard of customer service, should you feel this standard has not been met and you wish to register a complaint please

Telephone: Kevin Locke on 01903 815111.

If you wish to proceed further please write stating all relevant details to;

Pinsure Limited
58 High Street
STEYNING
West Sussex
BN44 3RD

- Pinsure will acknowledge your complaint, in writing, within **5 working days** detailing who will be the complaint handler.
- Within **20 working days** you will *either* receive a final response *or* a holding letter explaining our investigations and if possible will include a date when we will contact you again.
- Within **40 working days of receiving the complaint** Pinsure Ltd must *either* issue a final response *or*
 1. *Explain why we are not in a position to make a final response and an expected date for the final response.*
 2. *Refer you to the Financial Ombudsman Service.*

If Pinsure Limited has failed to resolve your complaint to your satisfaction within 8 weeks, you may be eligible to consult the Financial Ombudsman Service (FOS).

Telephone – 0845 080 1800

Email – complaint.info@financial-ombudsman.org.uk

Their leaflet is enclosed.

In the event that your complaint is against your insurer please refer to your policy for details of their complaints procedure. Where we feel it is justified we will ensure that your complaint is appropriately forwarded and will follow the progress of the complaint and the response.

Should it prove necessary we are covered by the Financial Services Compensation Scheme (FSCS).

You may be entitled to compensation from the scheme if we cannot meet our obligations.

- This depends on the type of business and the circumstances of the claim.
- Insurance advising and arranging is covered for 100% of the first £2000.00 and 90% of the remainder of the claim, without any upper limit.

Further information about the compensation scheme arrangements is available from the FSCS