

Complaints procedure

OUR PROMISE TO YOU

- We will acknowledge complaints promptly
- We will investigate quickly and thoroughly
- We will keep you informed of progress
- We will do everything to resolve your complaint fairly
- We will learn from our mistakes and use your feedback to continually improve our service

What to do if you have a complaint

If you have a complaint, please contact our team on

0800 587 8357

(8am - 6pm Monday to Friday)

email us at

ukcomplaints@travelers.com

or write to us at the address below

The Compliance Team

Travelers

Exchequer Court

33 St. Mary Axe

London EC3A 8AG

quoting your policy number or claim reference if appropriate. You will then hear from us with our response.

For all our customers, if your complaint cannot be resolved to your satisfaction and you are an eligible complainant (a private individual or small business), you may refer the matter to the Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service
Exchange Tower
London E14 9SR

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

financial-ombudsman.org.uk

Please note, your complaint needs to be referred to the FOS within six months of receiving our final response.