

## 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 us on 01737 787787 or write to us at the address below, quoting your policy number or claim reference if appropriate.

#### **Travelers Insurance Company Limited**

61 – 63 London Road  
Redhill  
Surrey RH1 1NA

If your complaint cannot be resolved to your satisfaction, you may write to our Chief Executive at the same address.

If you are seeking resolution as a private individual or as a small business, charity or trust with an annual turnover of less than £1 million, you may refer the matter to

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR

Tel 0845 080 1800

Email [Enquiries@financial-ombudsman.org.uk](mailto:Enquiries@financial-ombudsman.org.uk)  
<http://www.financial-ombudsman.org.uk>