

Complaints Procedure

OUR PROMISE TO YOU

Our Promise

- 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 **Compliance Team** on:

Tel: **+353 (0) 01 609 5600**
Email: CustomerRelations@travelers.com
Address: **The Compliance Team, Travelers, Europa House, Harcourt Centre, Harcourt Street, Dublin 2, Ireland**

Quoting your policy number or claim reference helps us handle your complaint quickly. We will respond as promptly as we can.

If you're a customer of our Lloyd's business

If you're a customer of our Lloyd's business and you remain dissatisfied once we've handled your complaint, you may refer your complaint to Lloyd's, who will investigate and assess your complaint. Lloyd's contact details are:

Tel: **+44 (0) 20 7327 5693**
Fax: **+44 (0) 20 7327 5225**
Email: complaints@lloyds.com
Address: **Complaints, Market Services, Lloyd's, One Lime Street, London, EC3M 7HA**

For all our customers

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 your complaint to the Financial Services and Pension Ombudsman Service (**FSPO**) whose contact details are:

Tel: **+353 1 567 7000**
Email: info@fspoi.ie
Website: www.fspoi.ie
Address: **Third Floor, Lincoln House, Lincoln Place, Dublin 2, D02 VH29**