

# 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 **Compliance Team** on  
**+353 (0) 01 609 5600**

email us at  
**CustomerRelations@travelers.com**

or write to us at the address below  
**The Compliance Officer**  
**Travelers Insurance Company Limited**  
**Europa House**  
**Harcourt Centre**  
**Harcourt Street**  
**Dublin 2, Ireland**

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

*If you still remain dissatisfied with the way we have dealt with your complaint, you can approach the Financial Services Ombudsman at the address below.*

### The Definition of an Eligible Complainant is:

All personal customers of financial services, Limited Companies with turnover of less than €3 million Un-incorporated bodies, charities, clubs, trust and partnerships.

### The Financial Services Ombudsman at:

Third Floor  
Lincoln House  
Lincoln Place  
Dublin 2, Ireland

**Lo-call:** 189 088 2090

**Tel:** 01 662 0899

**Web:** [financialombudsman.ie](http://financialombudsman.ie)

**E-mail:** [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)