



OUR PROMISE TO YOU

Complaints procedure

We Will

- ✓ acknowledge complaints promptly
- ✓ investigate quickly and thoroughly
- ✓ keep you informed of progress
- ✓ do everything to resolve your complaint fairly
- ✓ 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
Third Floor, Block 8, Harcourt Centre
Charlotte Way, 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.

If you are a customer of our Lloyd's business and should you remain dissatisfied, you may refer your complaint to Lloyd's, who will investigate and assess your complaint. Lloyd's contact details are as follows:

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

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 E-mail: enquiries@financialombudsman.ie

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