

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

**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.

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