

Pro Insurance Solutions Ltd UK Complaints Procedure

We are committed to provide to a high standard of service to our customers however, if you feel that we have not met your expectations in any way please give us the details of your concerns so that we can try to put things right for you.

If your complaint relates to either:

- a contract of insurance underwritten at Lloyd's of London or any other UK based underwriter or,
- the service of one of our appointed representatives regulated by the Financial Conduct Authority,

Please raise your complaint with Mike Dalzell, Company Secretary, Pro-Insurance Solutions Ltd, 2nd Floor Southgate House, Southgate Street, Gloucester, GL1 1UB or e-mail mike.dalzell@pro-global.com

If your complaint concerns the quality of the service you have received from our UK based technical outsourcing, legacy, operational consultancy or risk, audit & compliance business lines please contact the Team Manager responsible for your account, policy or claim. To obtain these contact details please call us on 01452 782500 (standard call charges apply).

We will attempt to resolve your complaint within five business days of receiving it. If we cannot complete our review of your complaint within this timescale we will write to you to acknowledge your complaint and explain what we are doing to investigate your concerns. We will keep you updated on the progress of this review.

Pro Insurance Solutions Ltd (Pro) is authorised and regulated by the Financial Conduct Authority and therefore is required to use the Financial Ombudsman Service (FOS) to resolve disputes. If you are eligible to use the FOS (please refer to the eligibility criteria set out overleaf), you may ask the FOS to consider your complaint, with Pro's consent, at any stage during our investigation.

The FOS provide free and impartial guidance – you can find details of how the FOS can help you from their website via this [link](#).

The contact details for the Financial Ombudsman Service are as follows:

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

E-mail: complaint.info@financial-ombudsman.org.uk

You can telephone for free on:

08000 234567 or 0300 1239 123 from a mobile phone for users who pay a monthly call charge for calls to numbers starting 01 or 02.

Once we have completed our investigation, regardless of whether or not you have asked the FOS to consider your complaint, we will write to you with a full response (called our final response letter). If you are unhappy with the outcome you can ask the FOS to review your complaint – you have 6 months from the date of our final response letter to request their assistance.

You may also ask the FOS to review your complaint if we have not completed our investigation and provided you with a final response letter within eight weeks of having received it.

The FOS may be able to help if you are a:

- Consumer (including certain professional clients and eligible counterparties)
- Business employing fewer than 10 people that has an annual turnover or annual balance sheet of less than €2 million
- Charity with an annual turnover of less than £1 million
- Trustee of a trust with a net asset value of less than £1 million