

Customer Complaints Procedure

Our Commitment

We aim to provide excellent service. If we fall short, we will handle your complaint professionally and fairly.

How to Make a Complaint

Post: The Complaints Department. Cover-More Blue Insurance Services Limited, Parkview, 82 Oxford Road, Uxbridge UB8 1UX

Phone: 0207 953 9322

Email: customercomplaints@covermore.com

Acknowledgement

We aim to resolve straightforward complaints quickly, often within three working days. You'll receive a Summary Resolution Communication if this happens. If unresolved within 5 working days, we send a formal acknowledgement. For verbal complaints, we confirm our understanding and ask you to correct if needed.

Investigation

Our Complaints Department reviews all relevant records and reports. Investigation speed depends on complexity; we may ask for more details from you. We'll keep you updated throughout. If we cannot reply within eight weeks, we'll explain why and let you know about your right to contact the Financial Ombudsman Service (FOS).

Final Response

After investigation, we will send a written response within 56 calendar days. If you are unhappy, you can refer the matter to the FOS for an independent review, at no cost.

Financial Ombudsman Service, Exchange Tower, London, E14 9SR, United Kingdom

Email: complaint.info@financial-ombudsman.org.uk

Telephone: 0800 023 4567

Website: www.financial-ombudsman.org.uk

Continuous Improvement

We analyse complaints and FOS decisions to improve our processes, staff training and level of service provided to all customers.