



COMPLAINTS PROCEDURE

Bridge Insurance will do its best to provide you with a high level of service and Customer care every time. However, sometimes things can go wrong and we may fail to meet your expectations. Our internal Complaints procedures allow us to deal with Complaints fairly, effectively and promptly. If you think we have let you down, please tell us why.

Our Internal Complaints Procedure

Our internal complaints handling procedures follow the guidelines of the Financial Conduct Authority (FCA) as set out in their handbook.

What you need to do if you have a Complaint

You should raise your Complaint with us by telephone, email, letter, and fax or in person to:

Bridge Insurance

Telephone: 0161 477 7172

e-mail: info@bridgeinsurance.net

Address: 239a Wellington Road South, Stockport, SK2 6NG

How we will handle your Complaint

We will:

- Endeavour to resolve your Complaint as quickly as possible
- Acknowledge your Complaint promptly and in writing
- Advise you of the person dealing with your Complaint and how you can contact them
- Provide a final response to your Complaint within 8 weeks of receipt

If we cannot reach a resolution

If you are dissatisfied with our Final Response, you have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For

example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Contact details are as follows Address:

The Financial Ombudsman Service, Exchange Tower, London, E14 9SR Tel: 0800 023 4567

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

Further information is available on the Financial Ombudsman Service website www.financial-ombudsman.org.uk