

# Complaints Handling Procedure

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## How to Complain

Our objective is to provide you with a high level of service at all times. With the best intentions we accept that there may be an occasion where you feel we have not met this objective. If there is a problem, please let us know and we will try to provide a solution as quickly as possible. You can tell us about a complaint in writing, by email or by telephone. Please provide us with the following information when you contact us:

- Full details of your complaint
- Your Certificate/Policy Number
- What you think we should do to put things right
- Photocopies of any relevant / supporting paperwork

The contact details are:

Complaints Manager  
April Medibroker Limited  
Walsingham House,  
35 Seething Lane,  
London  
EC3N 4AH  
United Kingdom

Tel: +44 (0) 203 418 0486  
Email: [complaints@medibroker.com](mailto:complaints@medibroker.com)

## Our service promise to you

We always aim to resolve your complaint within 2 working days however if that is not possible then we will:

- Confirm receipt of your complaint in writing within 2 days and let you know who is handling it.
- Investigate your complaint and give you an answer as soon as possible and within 8 weeks of receipt.
- Keep you advised of progress and the options available to you at regular intervals.
- Explain the next steps if we are unable to reach an acceptable resolution.

## What to do if your complaint remains unresolved

If you are still dissatisfied with the outcome of your complaint, or you have not received a response within eight (8) weeks, you may have the right to refer your complaint to the Financial Ombudsman Service at:

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

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Telephone Number:

From within the United Kingdom  
0800 0243 567 calls to this number are free on mobiles and landlines  
0300 1239 123 calls to this number costs no more than calls to 01 and 02 numbers

From outside the United Kingdom +44 (0) 20 7962 0500

The Financial Ombudsman Service can look into most complaints from consumers and small businesses. For more information contact them on the above number or address, or view their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Please talk to us first. We are able to resolve most of the complaints we receive, so we hope you will always feel able to contact us first. Also, please remember that the Ombudsman will normally only consider your complaint once you have tried and failed to resolve it with us.