

Making a complaint.

At Bspoke Commercial, we care about our customers and believe in building long-term relationships by providing quality products combined with a high standard of service. If you have cause for complaint, either in relation to your policy or any aspect regarding the standard of our service, please see the contacts outlined below.

As you have arranged your policy with Bspoke Commercial Limited through a Broker or Intermediary, you should firstly direct your complaint to the Broker or Intermediary with whom you arranged your policy.

Useful Complaint Contacts are provided below:

Reason for complaint	Contact	Contact Details
Sales or Service Related	Complaints Department Bspoke Sports & Leisure	Brookfield Court Selby Road Leeds West Yorkshire LS25 1NB complaints@bspokesportsleisure.co.uk 0113 345 1768

If you remain dissatisfied after Bspoke Commercial and the Insurer has considered your complaint or you have not received a final decision by the time, Bspoke Commercial and the Insurer have taken eight (8) weeks overall to consider your complaint, you may be eligible to refer your complaint to the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Website: www.financial-ombudsman.org.uk

Telephone Number: 0800 0234 567

(free for people phoning from a "fixed line", for example, a landline at home)

or

Telephone Number: 0300 1239 123

(free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)

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

This complaint procedure does not affect your right to take legal action.