

Customer Information.

If you have a query about your policy, in the first instance, please contact the broker or organisation who sold the policy to you. Their contact details are provided in your policy documentation.

Should you wish to contact us directly, you may find the information in these pages useful. Please have the name of the broker or organisation you bought your policy from, and your policy number to hand, where possible. This will help us to find your details easily and establish how best to help you.

[Click here to find out more about Making a Complaint](#)

[Click here to view our Vulnerable Customer Policy](#)

Making a Complaint

Our commitment to you

Bspoke Underwriting Ltd is committed to delivering the highest standard of service to all of its customers. However, should you need to complain about your policy or the handling of your claim we want to ensure that it is dealt with quickly and fairly.

How to complain

To make a complaint about your insurance policy, please contact the broker who sold the policy to you, or in the event of a complaint about a claim, please contact the firm handling your claim. Their contact details are provided in your policy documentation.

If you wish to make a complaint to Bspoke Underwriting Ltd, you can contact our Customer Relations Team by calling **0333 400 9070** or emailing customerrelations@bspokeunderwriting.co.uk

There are a few things we'll need from you so it will help to have this information to hand if you do raise a complaint;

- Your policy number. This will help us to find your details easily and establish how best to help you.
- Details of what went wrong. Please aim to provide as much detail as you can relating to your complaint and any key events.
- How can we contact you? Your preferred method of contact, should we need to speak with you further.

The Financial Ombudsman Service

If you are unhappy with the outcome of your complaint or if the investigation into your complaint is not completed within 8 weeks, you may be entitled to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent service for settling disputes between customers and financial services providers.

Please note that if you wish to refer your complaint due to you being unhappy with the outcome of the complaint you must refer to the Financial Ombudsman Service within 6 months of receiving a final response letter.

Further information can be found here www.financial-ombudsman.org.uk

Our Vulnerable Customer Policy

Our commitment to vulnerable customers

The Financial Conduct Authority (FCA) requires all firms within financial services to recognise and understand the impact that life events, health, resilience, and financial capability may have on their customer's needs. Bspoke Underwriting Ltd is committed to ensuring that all customers, including vulnerable customers, are treated fairly and have equal access to our products and services.

Vulnerable customer policy

To this end, we have implemented a vulnerable customer policy within our business. The purpose of this policy is to set out our expectations when dealing with vulnerable customers throughout the end-to-end product lifecycle.

Staff training

Our staff are trained to identify vulnerable customers and to provide the additional level of support they may require in order to meet their needs and achieve a good outcome. However, we acknowledge that vulnerability can take various forms, and is specific to each individual customer. Therefore, if you believe you meet the criteria for a vulnerable customer, please notify us of your particular needs so that we can provide the necessary support.

To view our vulnerable customer policy and/or to register as a vulnerable customer, please contact us in one of the following ways:

Phone: 0333 400 9070 (Lines are open Monday – Friday 8.30 am – 5.00 pm)

Email: sayhello@bspokeunderwriting.co.uk

In Writing: Bspoke Underwriting Ltd
Brookfield Court
Selby Road
Leeds
LS15 4LG