

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.

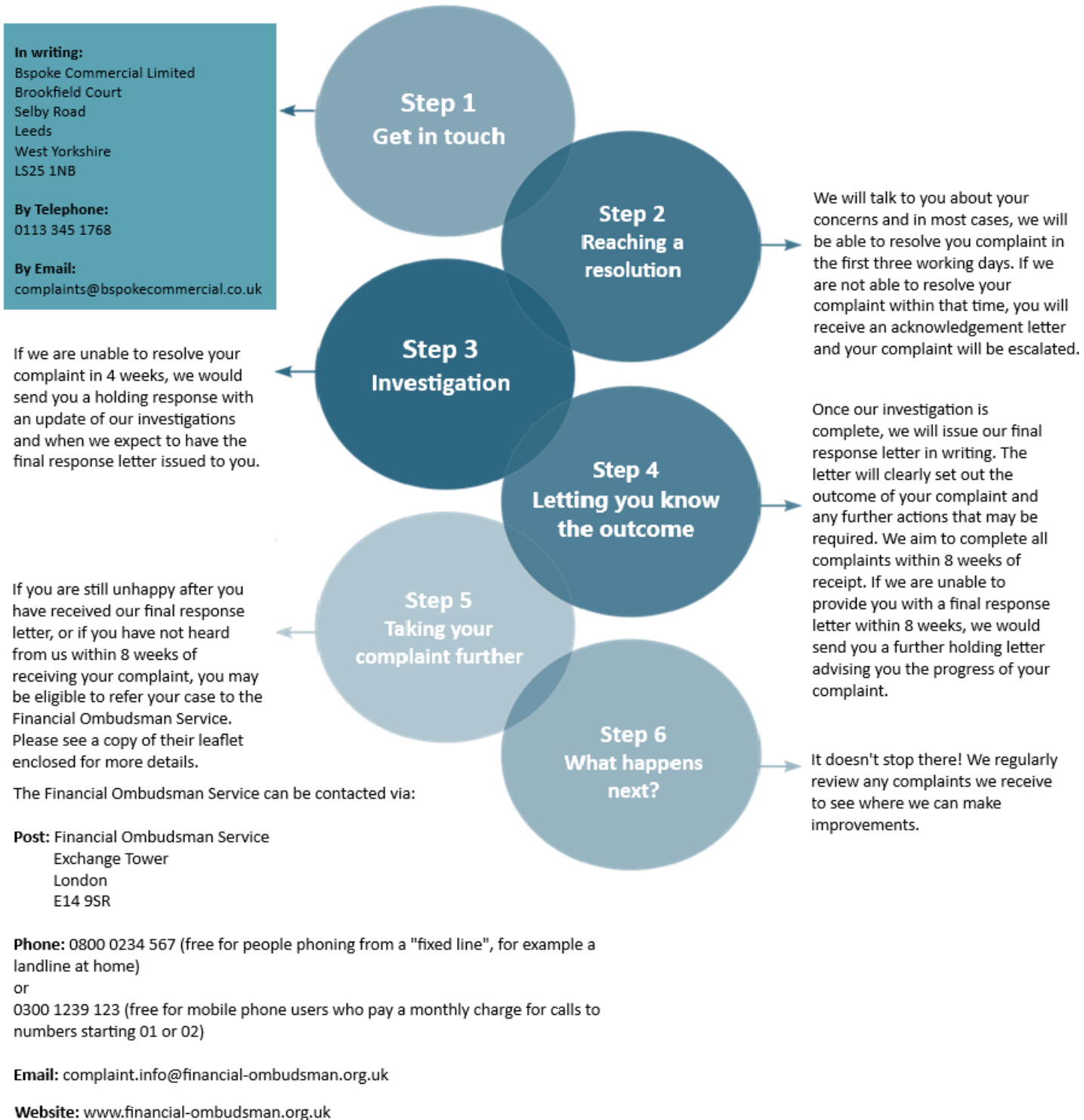
As you have arranged your policy with Bspoke Commercial Limited through a Broker or Intermediary, you should firstly direct your complaint to the Broker or Intermediary with whom you arranged your policy.

Useful complaint contacts are provided below:

Reason for complaint	Contact	Contact Details
Sales or Service Related	Complaints Department Bspoke Commercial Limited	Bspoke Commercial Limited Brookfield Court Selby Road Leeds West Yorkshire LS25 1NB complaints@bspokecommercial.co.uk 0113 345 1768
Claims (other than Legal Expenses or Equipment Breakdown claims noted below)	Complaints Department Sedgwick International UK	Oakleigh House 14-16 Park Place Cardiff CF10 3DQ bspokecommercialclaims1@uk.sedgwick.com 0345 850 0597
Legal Expenses Claims	Complaints Department Arc Legal Assistance Limited	PO Box 8921 Colchester CO4 5NE customerservice@arclegal.co.uk 01206 615000
Equipment Breakdown Cover Claims	HSB Engineering Insurance	Chancery Place 50 Brown Street Manchester M2 2JT claims@hsbeil.com 0330 100 3443

Bspoke Commercial Complaints Process

Making a complaint can be stressful, that's why we want to make the whole process as easy as possible for you.



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