

## Making a complaint.

At Bspoke Fee Protection, 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 Fee Protection through an Insurance Intermediary, you should firstly direct your complaint to the Intermediary with whom you arranged your policy.

### Useful Complaint Contacts are provided below:

Reason for complaint	Contact	Contact Details
For complaints about any aspect of a policy or a claim	Complaints Department Bspoke Fee Protection	Bspoke Fee Protection Brookfield Court Selby Road Leeds West Yorkshire LS25 1NB complaints@bspokefeeprotection.co.uk 0333 240 8590

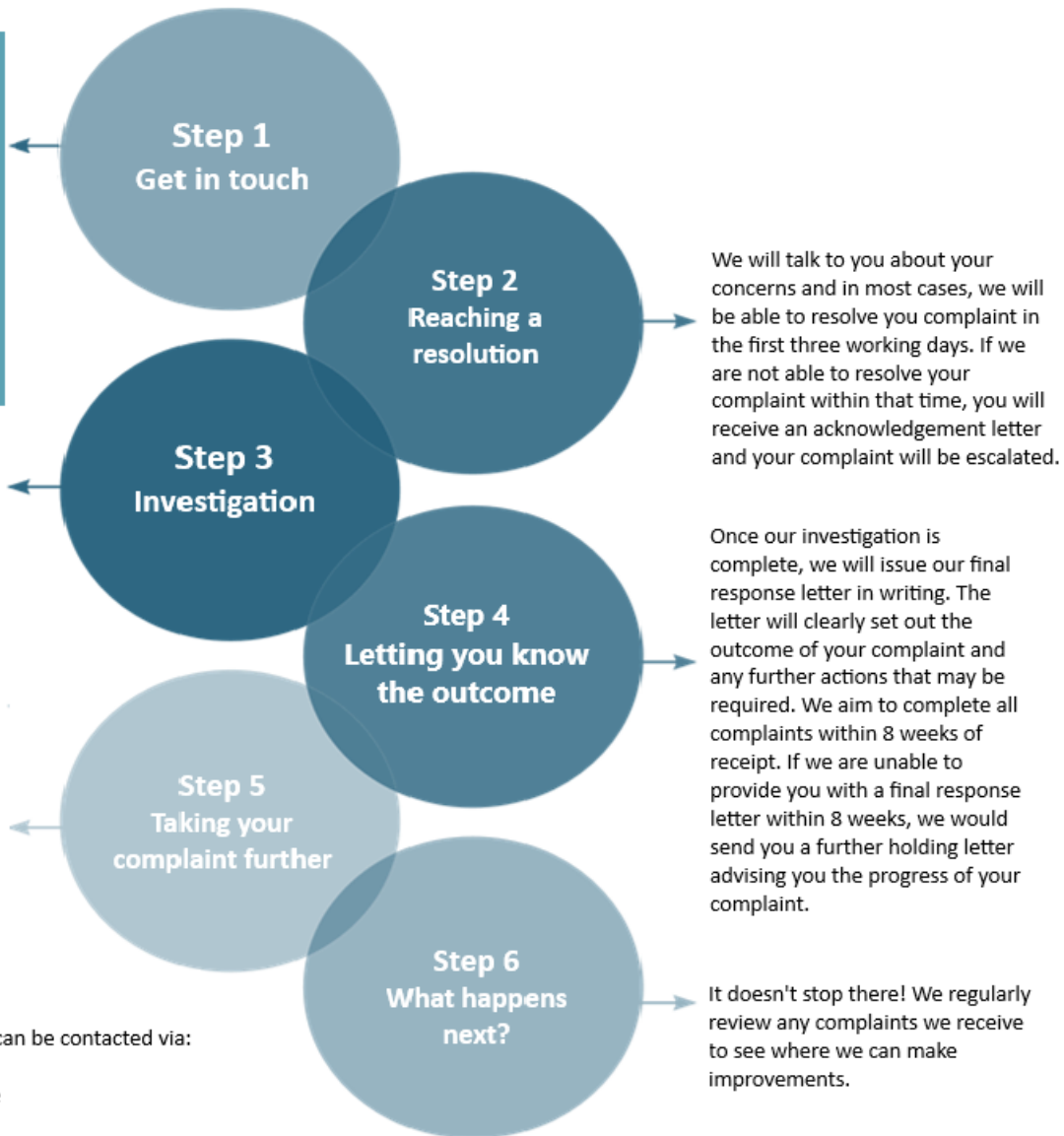
# Bspoke Fee Protection Complaints Process

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

**In writing:**  
Bspoke Fee Protection  
Brookfield Court  
Selby Road  
Leeds  
West Yorkshire  
LS25 1NB

**By Telephone:**  
0333 240 8590

**By Email:**  
complaints@bspokefee.protection.co.uk



If we are unable to resolve your complaint in 4 weeks, we would send you a holding response with an update of our investigations and when we expect to have the final response letter issued to you.

We will talk to you about your concerns and in most cases, we will be able to resolve your complaint in the first three working days. If we are not able to resolve your complaint within that time, you will receive an acknowledgement letter and your complaint will be escalated.

Once our investigation is complete, we will issue our final response letter in writing. The letter will clearly set out the outcome of your complaint and any further actions that may be required. We aim to complete all complaints within 8 weeks of receipt. If we are unable to provide you with a final response letter within 8 weeks, we would send you a further holding letter advising you the progress of your complaint.

If you are still unhappy after you have received our final response letter, or if you have not heard from us within 8 weeks of receiving your complaint, you may be eligible to refer your case to the Financial Ombudsman Service. Please see a copy of their leaflet enclosed for more details.

It doesn't stop there! We regularly review any complaints we receive to see where we can make improvements.

The Financial Ombudsman Service can be contacted via:

**Post:** Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

**Phone:** 0800 0234 567 (free for people phoning from a "fixed line", for example a landline at home)  
or  
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](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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