

Making a complaint.

At Bspoke Sports & Leisure, 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.

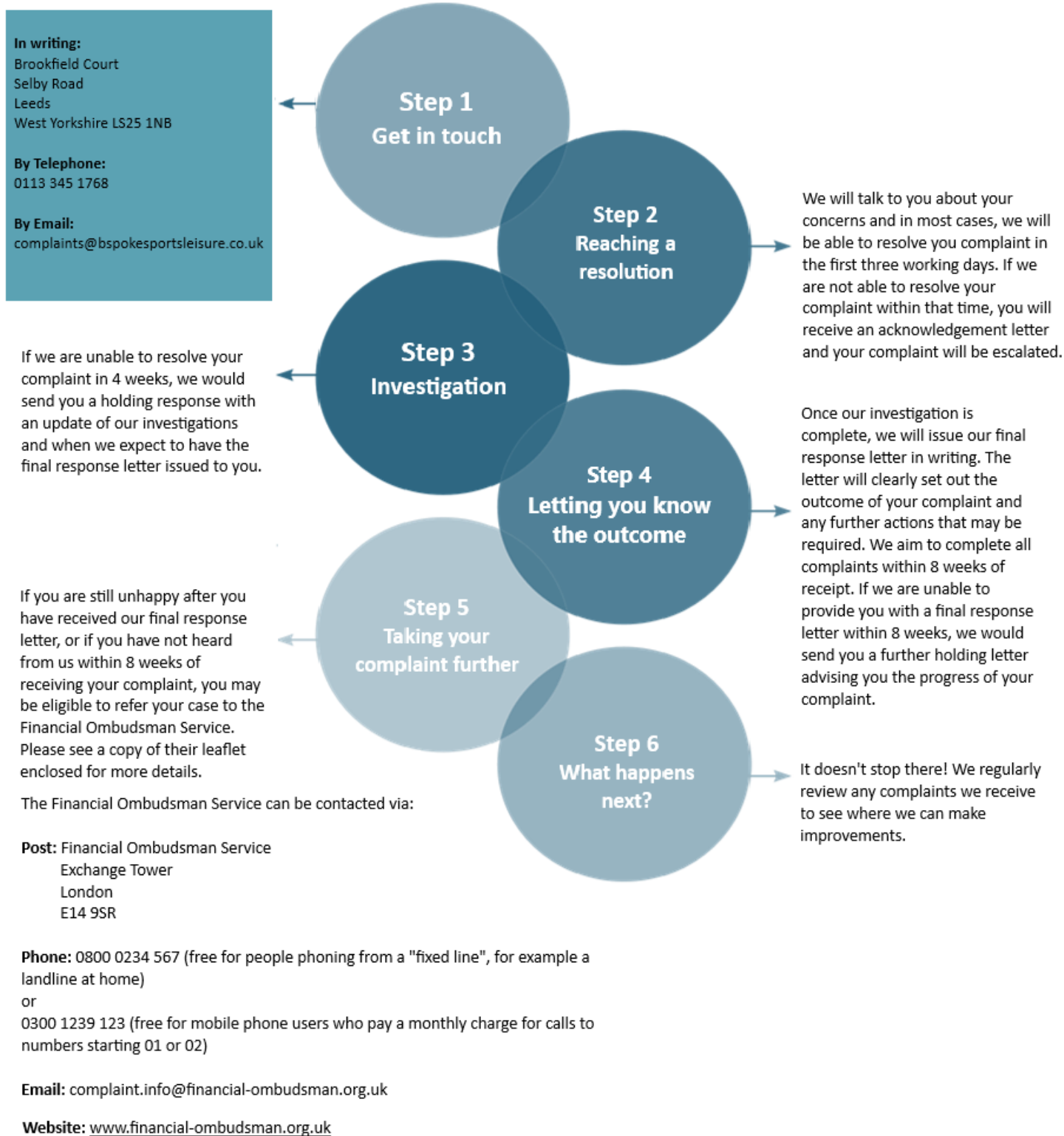
As you have arranged your policy with Bspoke Sports & Leisure through a Broker or Intermediary, you should firstly direct your complaint to the Broker or Intermediary with whom you arranged your policy.

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
Claims (other than Legal Expenses claims noted below)	Complaints Department CPAdjusting Limited	Queen Charlotte House 53-55 Queen Charlotte Street BS1 4HQ complaints@cpadjusting.com 0117 9299 255
Legal Expenses Claims	Complaints Department Arc Legal Assistance Limited	PO Box 8921 Colchester CO4 5NE customerservice@arclegal.co.uk 01206 615000

Bspoke Sports & Leisure 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.

Bspoke Sports & Leisure is a trading name of Bspoke Commercial Ltd. Bspoke Commercial Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 709456. Registered in England and Wales Company Number. 09284678. Registered Office: Brookfield Court, Selby Rd, Leeds LS25 1NB.