

If you are unhappy with our service we have a complaints procedure, which is detailed below:
Please make contact with our Service Delivery Manager to discuss the issue.
Our Service Delivery Manager may be contacted via the following methods:

Post: 2nd Floor, Iveco House
The Junction
Station Road
Watford
Herts
WD17 1ET

Telephone: 01923 298440

Email: servicedeliverymanager@t-u-l.co.uk

*For policies placed via the Lloyd's market
Should you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Post: Complaints
Lloyd's
One Lime Street
London EC3M 7HA

Email: complaints@lloyds.com

Telephone: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

Website: www.lloyds.com/complaints

Ultimately, should you remain dissatisfied with the final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services

The FOS's contact details are as follows:

Post: Address: Financial Ombudsman Service, Exchange Tower, London E14 9SR

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

Telephone: +44 (0)300 123 9 123

Website: The FOS website is www.financial-ombudsman.org.uk