



## Customer Complaints

# If you have a complaint

We always try to provide our customers with a first-class service, but sometimes things go wrong or you may feel that we haven't met your expectations fully or in the way that you would have liked.

### If you want to make a complaint please contact us.

-  **Post**  
Compliance Manager,  
FirstPort Insurance Services Limited,  
Queensway House, 11 Queensway,  
New Milton, Hants BH25 5NR
-  **Telephone** 01425 632341
-  **Website** [firstportinsurance.co.uk](http://firstportinsurance.co.uk)
-  **Email** [insurance@firstport.co.uk](mailto:insurance@firstport.co.uk)

We will try to resolve complaints, if possible, within three business days. If this isn't possible we have a formal complaints procedure which we follow to help us to achieve an outcome as quickly and efficiently as possible for you.

Firstly, we will acknowledge your complaint and let you know who will be handling it at our office.

If your complaint relates to activities or services provided by another party, we will forward it appropriately and keep track of progress for you.

We will keep you informed along the way and would hope to provide a final response within eight weeks.

If at the end of eight weeks the complaint hasn't been resolved we will respond to you detailing the reason for the delay and when we expect to provide a final response.

Our final response will, where possible, have taken into consideration any financial losses you may have suffered.

If we feel that your complaint isn't justified we will let you know the reasons for our decision and also how you can pursue it further if you remain dissatisfied.

At that time, if we do not hear from you within eight weeks, your complaint will be treated as closed.

If you're not satisfied with the response or any delays at this point, you can refer the matter to the Financial Ombudsman Service within six months, details are shown below.

### How to contact the Financial Ombudsman Service.

The Financial Ombudsman Service provides you with a free, independent service for resolving disputes with financial firms and we will cooperate fully with them in respect of any complaints referred to them.

-  **Telephone FOS Consumer Helpline**  
0800 023 4567 (free on mobile phones and landlines)  
0300 123 9 123 (costs no more than calls to 01 or 02 numbers)
-  **Post**  
The Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR
-  **Website**  
[financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)
-  **Email**  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)