



## COMPLAINTS NOTICE

UNITED KINGDOM



# COMPLAINT HANDLING ARRANGEMENTS

Any complaint should be addressed in the first instance to:

Complaints  
battleface Insurance Services  
Suite 24, 80 Churchill Square, Kings Hill,  
West Malling, Kent, ME19 4YU,  
UK

T: +44 (20) 8089 5338  
F: +44 (20) 3608 1283  
Email: [complaints@battleface.com](mailto:complaints@battleface.com)

Your complaint will be acknowledged, in writing, within 5 (five) business days of the complaint being made. A decision on your complaint will be provided to you, in writing, within 8 (eight) weeks of the complaint being made. Should you remain dissatisfied with the final response or if you have not received a final response within 8 (eight) weeks of the complaint being made, you may be eligible to refer your complaint to the Financial Ombudsman Service in the United Kingdom. The contact details are as follows:

Financial Ombudsman Service  
Exchange Tower London  
E14 9SR  
United Kingdom

Telephone: +44 20 7964 0500 (from outside the UK)  
Telephone: 0800 023 4 567 (from inside the UK)  
Fax: +44 20 7964 1001  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

If you have purchased your contract online you may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is [www.ec.europa.eu/odr](http://www.ec.europa.eu/odr). The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.

01/01/2019  
LBS0045



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**e:** [contact@battleface.com](mailto:contact@battleface.com)

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