

Your rights

Our number one priority is to provide customers with the highest level of service. However, we know that sometimes things can go wrong. Customer feedback helps us understand where things have gone wrong and gives us the opportunity to put them right. It also helps us understand where we need to improve our products and services.

If you have a complaint about your Adviser or the service you received please contact us.

Post: Resolutions Department (Complaints), Safe&Secure Insurance Services Limited, Unit 12, Stadium Business Court, Millennium Way, Pride Park, Derby, DE24 8HP.

Email: complaints@safeandsecure.co.uk

Phone: 01332 200888 (we may record and monitor calls)

If your complaint cannot be resolved straightaway, we will acknowledge receipt in writing, confirming our understanding of your complaint, who will be handling it and giving you the opportunity to provide any further information or documents

The Financial Ombudsman Service

If you're dissatisfied with our response, you can ask the Financial Ombudsman Service for an independent review free of charge, but you must do so within six months of the date of Safe&Secure's final response letter.

The Financial Ombudsman Service (FOS) will only consider your complaint once you've tried to resolve it with us, so please take up your concerns with us first and we'll do all we can to help and resolve complaints.

Further information on the services provided by the Financial Ombudsman Service can be found on their website: <http://www.financial-ombudsman.org.uk> or alternatively,

Post: The Financial Ombudsman Service, Exchange Tower, London. E14 9S

Phone: 0800 023 4567 or 0300 123 9123

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