

Complaints Notice

We aim to provide the best possible products and service. However, we are aware that despite our commitment, things may not always go as planned. Should you want to complain, we will treat your complaint seriously and aim to deal with it in a quick and efficient manner, and to your satisfaction.

You may complain to us in the following ways:

In writing to: The Complaints Manager, Starr Underwriting Agents Ltd, 4th Floor, 30 Fenchurch Avenue, London, EC3M 5AD.

By email to: compliance@starrcompanies.com

By telephoning: +44 (0)20 7337 3550

We will answer your complaint as quickly as possible, and aim to respond to your complaint within 3 working days with either a full reply or an acknowledgement.

If this is not possible, we will write to you at this time and explain why the issue has not yet been resolved, and give you a likely timescale of when our investigation will be concluded and a copy of our complaints process. If your complaint is complex, we may need up to eight weeks to carry out a thorough investigation.

If your policy has been underwritten at Lloyd's, you can ask Lloyd's to handle your complaint at any time at the details below:

In writing to: Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN.

By email to: complaints@lloyds.com

By telephoning: +44 (0)20 7327 5693

If you are unsure whether your policy has been underwritten at Lloyd's, please let us know and we will provide further guidance.

If you are unhappy with the outcome of your complaint or the way we have handled it, or if our investigation has taken more than 8 weeks, you may be able to refer the matter to the Financial Ombudsman Service.

The Financial Ombudsman Service can be contact at the details below:

In writing to: Exchange Tower, Harbour Exchange Square, London, E14 9SR

By visiting: Website: www.financial-ombudsman.org.uk

By email to: complaint.info@financial-ombudsman.org.uk

By telephoning: 0800 0234 567 or 0300 123 9123