

The Tradex Complaints Procedure

We aim to provide the highest service standards at all times however, if for any reason you are not satisfied, we would like to hear from you.

The procedure which follows has been put in place to ensure that your concerns are dealt with promptly and fairly.

How to make a complaint:

Please contact us on: **01708 729 510**

Alternatively, you can contact the Complaints Manager as follows:

By post:

Complaints Manager
Tradex Insurance Company Limited,
7 Eastern Road,
Romford,
Essex,
RM1 3NH

By email:

complaints@tradexinsurance.com

Please remember to include your name, the name of the policyholder as shown on the current policy schedule and the policy and/or claim numbers in all communications.

Complaints handling process

Should you contact us to make a complaint; we will aim to resolve the complaint to your satisfaction within three Business Days ('Business Days' are Monday to Friday, excluding bank/public holidays). If we are unable to resolve the complaint within this time period, we will acknowledge it promptly and conduct a thorough and impartial review of the matter. Once the review has been completed and a decision has been made, we will issue details of this in the form of a final response letter.

Please note; a final response letter will be issued within eight weeks of receiving the complaint.

Final response letter

This will summarise the complaint, detail our findings and explain the decision we have made.

If we are unable to issue a final response letter within eight weeks of receiving the complaint, we will contact you to give reasons for the delay and indicate when we expect to issue it.

If you remain dissatisfied

If after eight weeks of making the complaint you have not received a final response letter, or are unhappy with our response, you can ask the Financial Ombudsman Service to review the matter.

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR

Telephone from landline: 0800 023 4567.

Telephone from mobile: 0300 123 9123.

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

Web: www.financial-ombudsman.org.uk

If you have purchased one of our products online, you may submit details of your complaint via the European Online Dispute (EOD) platform. The complaint will be forwarded to the Financial Ombudsman Service. The EOD platform's website address is as follows:

(<http://ec.europa.eu/odr>).