

Complaints Policy

Reviewed by:	Nicholas Sellick
Position held:	CEO
Date completed:	June 2023
Next review date:	June 2024

We strive to meet our client's requirements and expectations in a fair manner but if you feel dissatisfied please follow the procedure below.

You are able to make a complaint to the CEO, via the following ways:

Write to the CEO and post the letter to:

Estate Insurance Group
ATT: CEO
38 Borough High Street
London SE1 1XW

Or you can email on info@eig.biz with the subject header stating 'Complaint' so we can easily identify your complaint and action as soon as possible.

Or you can call on 020 7939 7200 and ask to speak to the CEO.

We aim to conclude our investigations promptly. In some circumstances our investigations may take some time, and we will keep you fully informed. We will write to you as soon as we have concluded our investigation and, in any event, within 8 weeks of receipt of your original complaint.

If you're unhappy with the response to your complaint and feel you have not been treated fairly you are entitled to refer your complaint to the Financial Ombudsman Service, within six months.

This can be done through the following website:

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>.

Alternatively you can write to the Financial Ombudsman Service via this address:

The Financial Ombudsman Service
Exchange Tower
London E14 9SR

This policy will be reviewed by the Board of Directors annually.

Nick Sellick

CEO

Date: 01.06.2023