



PROVENANCE INSURANCE BROKERS

Provenance Insurance Brokers Ltd Complaint Procedures

Your complaint is important to us and should be reported directly to our Chief Executive:

Jason Cannon, CEO, 1st Floor, St Michael's House, 1 George Yard, London, EC3V 9DF

Tel: 0207 965 7467

contact@provenanceinsurance.co.uk

COMPLAINT PROCESS

We will aim to resolve your complaint immediately, or if this is not possible, within one business days of receipt. If you are satisfied with our response, we will send you a confirmation.

If we can't resolve your complaint within one business day, then within five business days of receiving it we will send you an acknowledgement outlining the complaint resolution steps and next actions, and where possible, fully resolve your complaint.

If we can't resolve your complaint within four weeks, we will contact you with the reason why.

If we can't resolve your complaint within eight weeks, we will send you:

- 1) a resolution; or
- 2) a response which:
 - explains that we are still not able to make a full response;
 - provides reasons for the further delay and tells you when we are likely to respond; and if appropriate; or
 - provides details of referral rights to the Financial Ombudsman Service if you are dissatisfied with the delay.

If you are unhappy with our resolution to your complaint, you may be eligible to refer your complaint to the Financial Ombudsman.