



Guarantee Protection Insurance Limited Complaints Process

Should you have cause to complain:

Guarantee Protection Insurance Limited undertakes to handle complaints in accordance with the rules laid down by our Regulators, the Prudential Regulation Authority and the Financial Conduct Authority, as well as in line with industry best practise.

We will:

- Acknowledge your complaint within 3 working days of receipt.
- Investigate your complaint in a timely manner, although there may be unavoidable delay where we are required to obtain information from an external source.
- Make every effort to conclude the investigation within 4 weeks. If we are unable to do this we will write to you to confirm why. We will also indicate how long you may expect to wait.
- If by 8 weeks we have still been unable to issue a decision letter we will write to you to give our reasons, indicate how long we expect the continuing investigation to take and confirm that you may have the right to refer the matter to the Financial Ombudsman Service (FOS). An explanatory booklet will be provided.
- When the complaint investigation has been concluded we will send to you a final decision letter to inform you of the outcome. This will confirm the basis of the conclusion reached and will advise that you may have the right to refer the matter to the Financial Ombudsman Service should you remain dissatisfied. An explanatory booklet will be provided, unless enclosed with earlier correspondence.

The Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower,
London,
E14 9SR

0800 0234 567

www.financial-ombudsman.org.uk

Please Note:

The Financial Ombudsman Service will expect us to investigate a complaint and issue a final decision before they will consider a complaint.