

# Complaints Procedure

## OUR PROMISE TO YOU

### Our Promise

- We will acknowledge complaints promptly
- We will investigate quickly and thoroughly
- We will keep you informed of progress
- We will do everything to resolve your complaint fairly
- We will learn from our mistakes and use your feedback to continually improve our service

### What to do if you have a complaint

If you have a complaint, please contact our **Compliance Team** on:

Tel: **+44 (0) 203 207 6000**  
Email: [CustomerRelations@travelers.com](mailto:CustomerRelations@travelers.com)  
Address: **The Compliance Team, Travelers, One Creechurch Place, Creechurch Lane, London, EC3A 5AF**

Quoting your policy number or claim reference helps us handle your complaint quickly. We will respond as promptly as we can.

### If you're a customer of our Lloyd's business

If you're a customer of our Lloyd's business and you remain dissatisfied once we've handled your complaint, you may refer your complaint to Lloyd's, who will investigate and assess your complaint. Lloyd's contact details are:

Tel: **+44 (0) 20 7327 5693**  
Fax: **+44 (0) 20 7327 5225**  
Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Address: **Complaints, Market Services, Lloyd's, One Lime Street, London, EC3M 7HA**

### For all our customers

For all our customers, if your complaint cannot be resolved to your satisfaction and you are an eligible complainant (a private individual or small business), you may refer your complaint to the Financial Ombudsman Service (**FOS**) whose contact details are:

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)  
Address: **Financial Ombudsman Service, Exchange Tower, London, E14 9SR**