



## COMPLAINTS

### **Our policy**

We are committed to providing a high-quality insurance service to all our clients. If a problem occurs we are committed to ensuring that there is a prompt review of the complaint, the result of which will be reported upon as soon as we are in a position to do so.

### **Our procedure**

We aim to deal with all complaints as soon as practicable, however if we are unable to resolve the matter to your satisfaction promptly and within 3 working days of receipt whether verbal or written, we will issue a formal letter of acknowledgement within 5 working days of your complaint outlining the next steps and giving you details of the appointed individual who will be dealing with the complaint.

The appointed individual will endeavour to keep you reasonably informed of the progress of your complaint including requesting from you any additional information which may help us reach a resolution within 8 weeks; However, if your complaint is not straightforward and cannot be resolved within 8 weeks, we will inform you in writing of the reasons why, and when we are likely to be in position to resolve your complaint.

When we provide a final resolution response, we will also give you details of the relevant body responsible for dispute settlement, as you may be able to refer the matter to them after 8 weeks or if you remain dissatisfied with any resolution response.

This Complaints Procedure does not affect any right of legal action you may have against the parties concerned.

If we consider that another party, is entirely or partly responsible for the subject matter of a Complaint, we may refer the Complaint, or the relevant part of it, to the other party, this may include another professional firm, insurance company or insurance intermediary or similar Institution.

In such cases we will:

- a) inform you promptly and in writing that we are referring your Complaint, either entirely or in part, to another party and, if relevant obtain your consent to do so;
- b) we will inform you promptly and in writing if we do refer your complaint to another party and will include adequate contact details of the individual responsible for handling the Complaint; and
- c) if applicable, we will continue to deal with any part of the Complaint not referred to the other party in accordance with our normal procedures.

To the extent the referral of any complaint as envisaged above entails the transfer of personal information; we will do so only in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

### **Making a complaint**

You can make a complaint by phone, e-mail or using the functionality in this website, please see below contact details of our various companies.



### **Gresham Underwriting Limited**

Email: [complaints@greshamonline.co.uk](mailto:complaints@greshamonline.co.uk)

Post: Complaints Department, Gresham Underwriting Limited, Beaufort House, 15 St. Botolph Street, London EC3A 7BB

Telephone: +44 (0)345 548 8887

Website: [www.greshamonline.co.uk/complaints-policy/](http://www.greshamonline.co.uk/complaints-policy/)

### **Tasker Insurance Brokers Limited**

Email: [complaints@taskerinsurance.co.uk](mailto:complaints@taskerinsurance.co.uk)

Post: Complaints Department, Tasker Insurance Brokers Limited, Beaufort House, 15 St. Botolph Street, London EC3A 7BB

Telephone: +44 (0)345 548 8887

Website: [www.taskerinsurance.co.uk/complaints-policy/](http://www.taskerinsurance.co.uk/complaints-policy/)

### **Tasker & Partners Limited**

Email: [complaints@taskerpartners.com](mailto:complaints@taskerpartners.com)

Post: Complaints Department, Tasker & Partners Limited, Beaufort House, 15 St. Botolph Street, London EC3A 7BB

Telephone: +44 (0)345 548 8887

Website: [www.taskerinsurancegroup.co.uk/complaints-2/](http://www.taskerinsurancegroup.co.uk/complaints-2/)

### **Lloyd's Complaints**

If your policy is underwritten by a Lloyd's syndicate and you have not received a response from us within 2 weeks or you remain dissatisfied following our or the insurer's response, you may be eligible to refer your complaint to the Complaints Team at Lloyd's and may contact them using the following:

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Post: Complaints, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent ME 4RN  
Telephone: +44 (0)207 327 5693

Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Further information regarding how Lloyd's will handle your complaint can be found in the "Your Complaint – How We Can Help" leaflet at [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

### **Financial Ombudsman Service**

As mentioned, if you are a UK policyholder and remain dissatisfied with our response to your complaint, or you have not received a written offer of resolution within 8 weeks (from the date we first received your complaint) you may be eligible to refer your case to the Financial Ombudsman Service (FOS).

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Post: Financial Ombudsman Service, Exchange Tower, Harbour, Exchange Square, London, E14 9SR  
Telephone: 0800 0234567 (for landline users) 0300 1239123 (for mobile users).



Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Ombudsman Service is free of charge. This does not affect your right to take legal action, however, the Financial Ombudsman Service will not adjudicate on any case where litigation has commenced.

**Tasker Brokers (Europe) GmbH**

Email: [complaints@taskerpartners.com](mailto:complaints@taskerpartners.com)

Post: Complaints Department, Tasker Brokers (Europe) GmbH (UK Branch Office), Beaufort House, 15 St. Botolph Street, London EC3A 7BB

If your policy is underwritten by a Lloyd's syndicate and you have not received a response from us within 2 weeks or you remain dissatisfied following our or the insurer's response, you may be eligible to refer your complaint to the Complaints Team at Lloyd's. Please follow the below link to find the appropriate Lloyd's contact for your country:

<https://www.lloyds.com/policyholder/policyholder-complaint/complaints-by-lloyds-international-policyholders>

**Information on participation in the dispute settlement procedure in accordance with § 36 Verbraucherstreitbeilegungsgesetz [Consumer Dispute Settlement Act]**

According to § 17 Abs. 4 der Versicherungsvermittlungsverordnung [German Ordinance on Insurance Intermediation], we are obliged to participate in the dispute settlement procedure before the following consumer arbitration boards:

**Arbitration board for the out-of-court settlement of disputes:**

Insurance Ombudsman e.V.

P.O. Box 08 06 32

10006 Berlin

[www.versicherungsombudsmann.de](http://www.versicherungsombudsmann.de)

Ombudsman for private health and long-term care insurance

P.O. Box 06 02 22

10052 Berlin

[www.pkv-ombudsmann.de](http://www.pkv-ombudsmann.de)

**Online dispute resolution according to:**

Art. 14 Abs. 1 ODR-VO

The European Union provides a platform for online dispute resolution (OS platform), which you can find at:

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

The insurance broker advises the customer and will always act honestly, fair and professionally towards the policyholder in his best interests.

**End.**