



HOW TO MAKE A COMPLAINT

For complaints relating to policies purchased on or after 1st January 2021

We aim to provide the highest service standards at all times however, if for any reason **you** are not satisfied, **we** would like to hear from **you**. The procedure below has been put in place to ensure that **your** concerns are dealt with promptly and fairly. Please remember to quote **your** name as shown on **your** current **policy schedule** and the policy number or the claims number in all correspondence and telephone calls.

Complaint relating to the sale of your insurance:

If **you** are dissatisfied with any aspects of the sale of **your** insurance **you** should contact The Complaints Manager, KennCo Underwriting Ltd, Suites 5-7, Grange Road Office Park, Grange Road, Rathfarnham, Dublin 16. Email: complaints@kennco.ie

All other complaints:

For all other complaints, including complaints relating to the terms of **your** insurance and/or complaints relating to **your** claim the following Complaints Procedure is available to **you** to contact the **insurer** directly.

Complaints Procedure

Sections 1-12, 14-16

Any complaint should be addressed to:

Complaints, Arch Insurance (EU) dac, 2nd Floor, Block 3 The Oval, 160 Shelbourne Road, Ballsbridge, Dublin 4. Email: complaints@archinsurance.com

Should **you** remain dissatisfied, **you** may be eligible to refer **your** complaint to the Financial Services and Pensions Ombudsman (FSPO). The Contact details are as follows:

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29, Republic of Ireland.

Tel: +353 1 567 7000

Email: info@fspoi.ie

Website: www.fspoi.ie

In addition, if **you** purchased **your policy** online **you** may be eligible to refer **your** complaint via the European Commission's Online Dispute Resolution (ODR) platform.

Full details can be found at the following website address <http://ec.europa.eu/odr>

The complaints handling arrangements above are without prejudice to **your** right to commence a legal action or an alternative dispute resolution proceeding in accordance with **your** contractual rights.

Section 13 legal Costs and Expenses

Please forward details of **your** complaint to:

MIS Underwriting Limited, 14a Jocelyn Street, Dundalk, Co Louth, A91 XNY2

Tel: 01 872 0179

Email: underwriting@misgroup.com

If the matter still cannot be resolved to **your** satisfaction, **you** have the right to refer to:

The Financial Services and Pensions Ombudsman,

Lincoln House,

Lincoln Pl,

Dublin 2,

D02 VH29.

Tel: +353 1 567 7000

The Financial Services and Pensions Ombudsman can only deal with **your** claim after **you** have followed the full complaints procedure.



For complaints relating to policies purchased **on or after 1st September to 31st December 2020**
Please use the procedure below

We aim to provide the highest service standards at all times however, if for any reason **you** are not satisfied, **we** would like to hear from **you**. The procedure below has been put in place to ensure that **your** concerns are dealt with promptly and fairly. Please remember to quote **your** name as shown on **your** current **policy schedule** and the policy number or the claims number in all correspondence and telephone calls.

Complaint relating to the sale of your insurance:

If **you** are dissatisfied with any aspects of the sale of **your** insurance **you** should contact The Complaints Manager, KennCo Underwriting Ltd, Suites 5-7, Grange Road Office Park, Grange Road, Rathfarnham, Dublin 16. Email: complaints@kennco.ie

All other complaints:

For all other complaints, including complaints relating to the terms of **your** insurance and/or complaints relating to **your** claim the following Complaints Procedure is available to **you** to contact the **insurer** directly.

Complaints Procedure

Sections 1-12, 14-16

Any complaint should be addressed to: Complaints, Arch Insurance (EU) dac2nd Floor, Block 3 The Oval, 160 Shelbourne Road, Ballsbridge, Dublin 4. Email: complaints@archinsurance.com

Should **you** remain dissatisfied, **you** may be eligible to refer **your** complaint to the Financial Services and Pensions Ombudsman (FSPO).

The Contact details are as follows: Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29, Republic of Ireland

Tel: +353 1 567 7000

Email: info@fspoi.ie

Website: www.fspoi.ie

In addition, if **you** purchased **your policy** online **you** may be eligible to refer **your** complaint via the European Commission's Online Dispute Resolution (ODR) platform.

Full details can be found at the following website address <http://ec.europa.eu/odr>

The complaints handling arrangements above are without prejudice to **your** right to commence a legal action or an alternative dispute resolution proceeding in accordance with **your** contractual rights.

Section 13 legal Costs and Expenses

Please forward details of **your** complaint to Arc by:

Phoning +44 (0) 1206 615000

Emailing customerservice@arclegal.co.uk

Writing to Arc Legal Assistance Ltd. PO Box 8921, Colchester CO4 5YD

If the matter still cannot be resolved to **your** satisfaction, **you** have the right to refer to:

The Financial Services and Pensions Ombudsman,

Lincoln House,

Lincoln Pl,

Dublin 2,

D02 VH29

Tel: +353 1 567 7000

The Financial Services and Pensions Ombudsman can only deal with **your** claim after **you** have followed the full complaints procedure.



For complaints relating to policies purchased **on or after 1st March 2019 to 30th August 2020** please follow the complaints procedure below.

We aim to provide the highest service standards at all times however, if for any reason **you** are not satisfied, **we** would like to hear from **you**. The procedure below has been put in place to ensure that **your** concerns are dealt with promptly and fairly. Please remember to quote **your** name as shown on **your** current **policy schedule** and the policy number or the claims number in all correspondence and telephone calls.

If **you** are dissatisfied with any aspects of the sale of **Your** insurance **you** should contact The Complaints Manager, KennCo Underwriting Ltd, Suites 5-7, Grange Road Office Park, Grange Road, Rathfarnham, Dublin 16.

For all other complaints, a Complaints Procedure is available to **you** to contact the Insurer directly. The address is detailed below:

If **you** have already contacted KennCo Underwriting Ltd about **your** complaint, and they have not resolved **Your** complaint to **Your** satisfaction **you** may still contact the Insurer:

Complaints Procedure Sections 1-12, 14 and 15

Any complaint should be addressed to: Service Manager, Operations Team, Lloyd's Insurance Company S.A., Bastion Tower, Marsveldplein 5, 1050 Brussels, Belgium

Tel: +32 (0)2 227 39 39
Email: enquiries.lloydsbrussels@lloyds.com

Should **you** remain dissatisfied, **you** may be eligible to refer **your** complaint to the Financial Services and Pensions Ombudsman (FSPO). The Contact details are as follows:

Financial Services and Pensions Ombudsman, Lincoln House, Lincoln Place, Dublin 2, D02 VH29, Republic of Ireland
Tel: +353 1 567 7000
Email: info@fspoi.ie
Website: www.fspoi.ie

If **you** have purchased **your** contract online **you** may also make a complaint via the EU's online dispute resolution (ODR) platform. The website for the ODR platform is www.ec.europa.eu/odr.

The complaints handling arrangements above are without prejudice to **your** right to commence a legal action or an alternative dispute resolution proceeding in accordance with **your** contractual rights.

Section 13 Legal Costs and Expenses

Please forward details of **your** complaint to Arc by:
Phoning +44 (0) 1206 615000
Emailing customerservice@arclegal.co.uk
Writing to Arc Legal Assistance Ltd. PO Box 8921, Colchester CO4 5YD

If the matter still cannot be resolved to **your** satisfaction, **you** have the right to refer to:
The Financial Ombudsman Service (FOS), Exchange Tower, London E14 9SR
Tel: +44 (0) 800 023 4567

The Financial Ombudsman Service can only deal with **your** claim after **you** have followed the full complaints procedure.