

Important Information

How to Make a Complaint

It is the intention to give **you** the best possible service but if **you** do have any questions or concerns about this insurance or the handling of a claim **you** should follow the complaints procedure below:

Complaints regarding: **SALE OF THE POLICY**

Customer Relations Department
UK General Insurance Group Limited
Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ
Tel: 0345 218 2685
Email: customerrelations@ukgeneral.co.uk

Complaints regarding: **CLAIMS other than a liability claim that has occurred in the UK**

Direct Group Wedding Services
Customer Relations, Unit 8 Fulwood Business Park, Caxton Road, Preston PR2 9NZ
Tel: 0344 856 2015
Email: customer.relations@directgroup.co.uk

Complaints regarding: **LIABILITY CLAIMS that have occurred in the UK**

Langleys LLP
Queens House, Micklegate, York YO1 6WG
Tel: 01904 686790
Email: ukg@langleysclaimsservices.co.uk

In all correspondence please state that your insurance is provided by Asian WeddingPlan Insurance and quote scheme reference 06777B.

Next Steps

If we have not completed our investigations into your complaint within 8 weeks of receiving your complaint or if you are not happy with **our** Final Response, you may ask the Financial Ombudsman Service (FOS) to look at your complaint. If you decide to contact them, you should do so within 6 months of receiving our Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to;

The Financial Ombudsman Service,
Exchange Tower, London E14 9SR
Tel: 0800 023 4567
Online: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

What happens if we can't meet our liabilities?

If Great Lakes Insurance SE cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.