



Stonehatch's Complaint Procedure

Stonehatch are committed to providing a high quality insurance service to clients and should something not go as expected, Stonehatch encourages customers to advise the company in order to enable us to maintain standards of service.

Should you have a complaint about Stonehatch's service then the procedure and the timescales for us to respond are as follows: -

Any complaint concerning Stonehatch should, in the first instance, be either addressed to: -

- a) The Operations Director, Stonehatch Risk Solutions Ltd, 12th Floor, 30 St Mary Axe, London, EC3A 8BF (Tel: +44 (0) 20 3397 5520), or
- b) info@stonehatch.com

Complaints may be made at any time during the insurance process and upon receipt of your complaint Stonehatch shall issue a letter of acknowledgement within two business days of receipt, stating the name of the appointed individual who will be dealing with the complaint.

The appointed individual will undertake an investigation and report back to the Operations Director, who will co-ordinate our response to you. A full written response will be given to you as soon as possible, but please bear in mind that sometimes a complaint may be sufficiently complicated to warrant longer investigation or may require a review of information outstanding from a third party, in which case we will advise you accordingly.

We strive to resolve any complaint as quickly as possible. We would normally expect to provide you with a full written response within two weeks of your complaint, or we will explain the reasons as to why we have been unable to do so and advise you of the date you will receive our final written response. If we have been unable to provide a satisfactory reply then you are entitled to refer your complaint to Lloyd's of London (if your policy is underwritten by Lloyd's) and / or the Financial Ombudsman Service and we will provide you with the relevant details to enable you to do so.

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