

Azur Ireland Complaints Handling Procedure

Azur UW Finance (Ireland) Ltd has a formal complaints process. If we are unable to resolve the matter immediately or a more detailed investigation is required, you can avail of this process. We will record the complaint and you will receive written correspondence within 5 business days of receipt of the complaint. This correspondence will include contact details of a dedicated person nominated to deal with your complaint.

We will investigate the complaint as quickly and thoroughly as possible and where applicable, provide you with regular written updates on the progress of the investigation at intervals of not greater than 20 business days, starting from the date on which the complaint was made.

We will send you a letter with details of the outcome of the investigation within 5 business days of completion of the investigation.

If the complaint has not been resolved within 40 business days of receipt, we will write to you advising of the anticipated timeframe for resolution of the complaint and of your right to refer the complaint to the office of the Financial Services and Pensions Ombudsman and provide full details of how to do this.

We will keep a record of all complaints including all details relating to the complaint for a period of 6 years.

Insurance provided by



Azur Underwriting Limited Charlemont Exchange Charlemont Street Dublin D02 VN88 Ireland
Registered company no. 641121 Registered address Deloitte & Touche House, 29 Earlsfort Terrace, Dublin 2, Ireland

Azur UW Finance (Ireland) Limited is authorised and regulated by the Central Bank of Ireland (C190291).