

## What to do if you are unhappy with any aspect of your insurance

We believe that you deserve to be treated in a courteous, fair and prompt manner. Our goal is to provide an excellent service to all our customers. If there is an occasion when you feel let down then please let us know immediately. We take all customer complaints seriously and we have established the following complaint procedure to resolve your concerns quickly and fairly.

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## Raising your concerns and how we will respond

### CONTACT US

- On our website <https://www.azuruw.com/feedback/>
- Write to us at Azur Underwriting Limited, Linen Court, 10 East Road, London, N1 6AD
- Telephone on 020 3319 8989 and ask to speak to a Complaints Handler
- e-mail [complaints@azuruw.com](mailto:complaints@azuruw.com)

### DAY 1

If we are unable to resolve the matter immediately or a more detailed investigation is required, we will send you an acknowledgement letter by the next working day. The letter will provide the contact details of the person who will be supporting you throughout your complaint, along with a unique complaint reference number.

### 3 DAYS

If your complaint is resolved within 3 days we will confirm in writing by sending you a resolution letter; however, if this has not been possible your Complaint Handler will inform you in writing that they are still investigating your complaint.

### 4 WEEKS

For more complex complaints, it may take longer than 4 weeks to investigate. If we need more time we will write to you explaining the reason for the delay and advising when we will contact you again.

### 8 WEEKS

Within 8 weeks of receiving your complaint, we will either provide you with a final response explaining the outcome of our investigation and the next steps, or a letter confirming when we anticipate we will have concluded our investigation.

### THE FINANCIAL OMBUDSMAN SERVICE

After receiving our final response or if we have been unable to conclude our investigation within 8 weeks, you may be able to refer your complaint to the Financial Ombudsman Service. We will provide full details of how to do this when we respond to your complaint.

*Following this complaint procedure does not affect your legal rights*

Insurance provided by



Azur Underwriting Limited Linen Court 10 East Road London N1 6AD  
Registered company no. 09903413 Registered address First Floor Templeback 10 Temple Back Bristol BS1 6FL

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