

## How to Complain

We intend to provide an excellent service to you; however, we recognise that there may be occasions when you feel that this has not been achieved. If you are unhappy with any aspect of the service that you receive, please contact either your insurance broker or:

The Executive Chairman,  
DUAL Corporate Risks Limited,  
140 Leadenhall Street,  
London, EC3V 4QT  
[complaints@dualcorporaterisks.com](mailto:complaints@dualcorporaterisks.com)

Please state the nature of your complaint, the certificate and/or claim number.

If after taking this action you are still unhappy with our response you may be able to contact your Insurer directly. We can provide you with the relevant contact details on request.

Having taken this action, if you feel that your complaint has not been handled satisfactorily, you may seek assistance from:

FSA  
The Financial Services Authority  
25 The North Colonnade  
Canary Wharf  
London E14 5HS

The Financial Ombudsman Service will become involved if you are an eligible complainant as defined by the rules of the Financial Services Authority.

Or if your Certificate is provided by a Lloyd's syndicate (as named on your Certificate of Insurance):

Lloyd's Policyholder & Market Assistance  
Lloyd's, One Lime Street, London EC3M 7HA  
Telephone – 020 7327 5693  
Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)