
Real Insurance Group Limited

Authorised and Regulated by the Financial Conduct Authority No: 301589. Registered Office: Millennium House, Sovereign Way, Mansfield, Nottinghamshire. NG18 4LQ. Registered in England and Wales No: 2690266.
Consumer Credit Act Licence No: 0340453. Data Protection Act Registration: Z1965365

COMPLAINTS POLICY

The enclosed complaints procedure forms part of the Real Insurance Group (and its trading styles) Terms and Conditions Policy which is available upon request via the contact points detailed below.

Complaints

While we will always endeavour to provide you with a high level of customer service if you feel dissatisfied with the service you have received you should, in the first instance, contact the office you usually deal with to register your complaint.

Or, alternatively you may refer the matter to Lucy Dabell –

Email: lucy@realinsurance.net

post: Real Insurance Group Ltd

Millennium House, Sovereign Way, Mansfield, Nottinghamshire. NG18 4LQ

Tel: 0845 241 8550

We need you to help us by summarising the problem, policies affected and the resolution you expect. Please ensure whenever possible that you quote your customer reference number together with the identity of our member of staff and office address.

We will endeavour to rectify the problem immediately but if we are unable to do so your complaint will be dealt with in accordance with our formal Complaints Procedure, a copy of which will be provided to you.

If you remain dissatisfied you may be an eligible complainant within the rules of the Financial Ombudsman Service (FOS). Their jurisdiction broadly covers those that employ less than 10 persons and whose turnover or annual balance sheet is less than 2 million Euros, and charities or trusts whose turnover or net assets respectively are less than £1m. Should you remain dissatisfied with our final decision or more than 8 weeks have passed since receipt of your complaint then if you wish, you may contact the FOS, details of which can be found at www.financialombudsman.org.uk.

Full details will be supplied in our full Complaints Procedure which is available by request from Lucy Dabell via any of the above contact points.

Compensation

29.1. We are covered by the Financial Services Compensation Scheme (FSCS) and you may be entitled to compensation from the FSCS if we cannot meet our obligations. Full details and further information on the scheme are available at www.fscs.org.uk.

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