

Help & Guidance

We are dedicated to providing a high quality service and we want to ensure that this is maintained at all times.

Complaints Procedure

If you (the Policyholder) have any questions or concerns about the policy or handling of a claim, you should, in the first instance contact your broker who arranged this policy on your behalf.

Alternatively, you make contact ourselves through whom this policy was arranged:

Self Assured Underwriting Agencies Limited
The East Wing
Old Berkshire Hunt
Oxford Road
Kingston Bagpuize
Oxfordshire
OX13 5AP

T. 01865 820990

F. 01865 821982

E. contactus@saua.co.uk (please allow link)

If you prefer complaints may be referred to the following:

Policies with prefix **SALSALIA**

Complaints Manager
Catlin Underwriting Agencies Limited
20 Gracechurch Street
London
EC3V 0BG

T. 020 7743 8487

E. xlcatlinukcomplaints@xcatlin.com (please allow link)

Policies with prefix **SALSAML**

Complaints
Amlin Underwriting Limited
The Leadenhall Building
London
EC3V 4AG

T. 020 7746 1300

F. 020 7746 1001

E. complaints@amlin.com

Policies with prefix **KN**

Self Assured Underwriting Agencies Limited
The East Wing
Old Berkshire Hunt
Oxford Road
Kingston Bagpuize
Oxfordshire
OX13 5AP

T. 01865 820990

F. 01865 821982

E. contactus@saua.co.uk (please allow link)

Lloyd's Complaints

If you remain dissatisfied it may be possible in certain circumstances to refer your complaint to Lloyd's. Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaints – How Can We Help" available at www.lloyds.com/complaints (please allow link) and also available from the following address:

Policyholder & Market Assistance
Market Services
Lloyd's
One Lime Street
London
EC3M 7HA

T. 020 7327 5693

F. 020 7327 5225

E. complaints@lloyds.com (please allow link)

Financial Ombudsman Service (FOS)

If you are a consumer or small business your complaint may be directed to the FOS:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

T. 0800 0234 567 (free for people phoning from a "fixed line" e.g. a landline at home)

T. 0300 1239 123 (free for mobile phone users who pay a monthly charge for calls to numbers starting 01 or 02)

E. complaint.info@financial-ombudsman.org.uk (please allow link)

W. www.financial-ombudsman.org.uk