

## Complaints Procedure

We strive to meet our client's requirements and expectations in a fair manner but if you feel dissatisfied please follow the procedure below.

You are able to make a complaint to the Managing Director, Jeremy Stephen, via the following ways:

Write to the Managing Director and post the letter to:

Estate Insurance Group  
ATT: Jeremy Stephen  
38 Borough High Street  
London  
SE1 1XW

Or you can email Jeremy Stephen on [info@eig.biz](mailto:info@eig.biz) with the subject header stating 'Complaint' so we can easily identify your complaint and action as soon as possible.

Or you can call on 020 7939 7200 and ask to speak to the Managing Director, Jeremy Stephen.

If you are unsatisfied with the response you receive please contact our Chief Executive Officer, Nicholas Sellick via one of the following ways:

Estate Insurance Group  
ATT: Nicholas Sellick  
38 Borough High Street  
London SE1 1XW

Or you can email Nicholas Sellick on [info@eig.biz](mailto:info@eig.biz) with the subject header stating 'Complaint for the attention of Nicholas Sellick' so we can easily identify your complaint and action as soon as possible.

Or you can on 020 7939 7200 and ask to speak to the CEO, Nicholas Sellick. If he is unavailable and you would like to schedule a call back please ask to speak to his assistant who will endeavour to schedule a call back as soon as possible.

If you're unhappy with the CEO's response to your complaint and feel you have not been treated fairly you are entitled to refer your complaint to the Financial Ombudsman Service.

This can be done through the following website:

<http://www.financial-ombudsman.org.uk/consumer/complaints.htm>.

Alternatively you can write to the Financial Ombudsman Service via this address:

The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR