

Important Information

Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you can call, email or to write to us:

Complaints regarding the SALE OF THE POLICY

PlanProtect, Bspoke Underwriting Customer Relations Team, Brookfield Court, Selby Road, Leeds, West Yorkshire LS25 1NB

Tel: 0345 218 2685

Email: CustomerRelations@bspokeunderwriting.co.uk

Complaints regarding the handling of a LIABILITY CLAIM

Claims Department, Acasta Europe Limited, 4 Station Road, Cheadle Hulme, Cheadle, SK8 5AE

Tel: 0800 223 0383

Email: claims@acastaeurope.co.uk

Complaints regarding ANY OTHER CLAIMS

Davies Group

Customer Relations Team, PO BOX 2801, Stoke on Trent, ST4 9DN

Tel: 0344 856 2015

Email: Customer.Care@davies-group.com

On all claims correspondence please tell **us you** are insured by **Acasta European Insurance Company Limited** for **WeddingPlan Insurance** and provide the reference number **WEDP22** along with the unique policy number from **your schedule**. This will help **us** to validate **your** policy details and deal with **your** claim as quickly as possible.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower, London E14 9SR

Tel: 0800 023 4 567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

What happens if we can't meet our liabilities?

If **Acasta European Insurance Company Limited** cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.