

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 YOUR POLICY

Customer Relations Department
PlanProtect Limited,
Suit F2, The Annex, Seven Hills Business Centre,
South Street,
Morley,
Leeds
LS27 8AT

✉ enquiries@weddingplaninsurance.co.uk

On all correspondence, please quote WeddingPlan Insurance and your unique policy number from your policy schedule. This will help us to validate your policy details and deal with your complaint as quickly as possible.

Complaints regarding the handling of a LIABILITY CLAIM (Section 8 & 11 of your policy wording only)	Complaints regarding ANY OTHER CLAIMS (All sections of your policy wording except 8 & 11)
Kennedys Claims Handling 6 Queen Street Leeds LS1 2TW Tel: 0343 2278610 Email: bspoke@kennedyslaw.com	Innovation Property (UK) Ltd 1300 Parkway Whitley PO15 7AE Tel: 0343 2270845 Email: propertyclaims@innovation.group

On all correspondence, please state that your insurance is underwritten by Bspoke Underwriting Ltd for WeddingPlan Insurance and provide your unique policy number from your policy schedule. This will help **us** to validate **your** policy details and deal with **your** complaint 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 Accelerant Insurance UK 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.