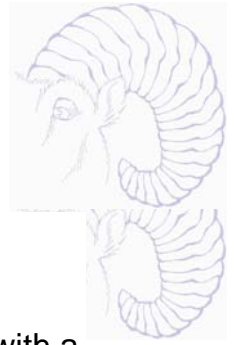


## COMPLAINTS PROCEDURE



Affinity Select Insurance Services Limited is committed to providing you with a high quality service, which we expect to maintain throughout the duration of the Policy. In order for this level of service to be fully appreciated by you, we would first ask you to read through your Policy Document carefully to ensure you understand the extent of the coverage provided and the conditions and exclusions that apply - **particularly what is required of you if and when you become aware of a claim or a circumstance which may give rise to a claim being made against you.**

If you have any questions or concerns about your Policy, which cannot be answered to your satisfaction, then please contact us at the address set out below.

If you have any complaint or issues over the handling of a claim you should, in the first instance, please contact the Compliance Officer at the address set out below.

If you feel that we have not offered you a first class service, please write and tell us at the address set out below and kindly address your complaint for the personal attention **of Jenny Carter-Vaughan, Managing Director of Affinity Select Insurance Services Ltd** who will personally investigate the matter and respond within 5 working days of receipt of your complaint.

Contact Address:

**Jenny Carter-Vaughan, Managing Director**

Affinity Select Insurance Services Limited

Rams Cottage

Eastbourne Road

Lewes

East Sussex

BN8 6PS

Telephone 0870 991 3777

Fax 0870 991 3778