

Cadogan Keelan Westall

OUR CUSTOMER CARE POLICY

Cadogan Keelan Westall is committed to delivering the highest standards of customer care. We are always interested in your feedback and you can contact our Manager of the Key Client Unit on the following telephone number or via email:

Michelle Richards BA (Hons)
Head of Broking & Client Services
Cadogan Keelan Westall
4-9 Highview, High Street, Bordon, Hants GU35 0AX
Tel: 01420 470530
Email: mrichards@cadogankeelanwestall.com

Our commitment to you

- We will make sure all the information we give you will be clear, fair and not misleading.
- We will always try to be fair and reasonable whenever you need the protection of this policy.
- We will also act promptly to provide that protection.

If things go wrong

Whilst we will make every effort to maintain the highest standards, we recognise that there may be some occasions when we fail to satisfy the particular requirements of our customers. We therefore have in place procedures to investigate and remedy any area of concern. In such circumstances we promise:

- To acknowledge any formal complaint in 5 working days or less.
- To have the issues reviewed fairly by a person of appropriate seniority and authority.
- To identify the person managing your complaint in our original letter of response.
- To respond fully to your concern or complaint within a maximum of 20 working days. If for any reason this is not possible, we will write to you promptly to explain why we have been unable to finalise the matter quickly. We will also let you know when we will contact you again.

If you still feel that we have been unable to resolve the matter to your satisfaction then please write to:

Ben Wright - Chartered Insurance Broker
Head of Business
Cadogan Keelan Westall
4-9 Highview, High Street, Bordon, Hants GU35 0AX
Email: bwright@cadogankeelanwestall.com

If you are still not satisfied with the way in which your complaint has been dealt with you can contact:

The Chief Executive of your Insurance Company, details of whom will be contained within your policy.

Financial Ombudsman Service

If you are still unhappy following receipt of our final response, and you are a private customer or a business with an annual turnover of less than £1 million, you can also refer the dispute to the Financial Ombudsman Service who will review your case on an independent basis. Their address is:

The Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall, London E14 9SR
Tel: 0845 080 1800

If you take any of the action mentioned above, it will not affect your statutory right to take legal action.

Cadogan Keelan Westall is a trading name of Barbon Insurance Group Limited, who are authorised and regulated by the Financial Services Authority.



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