

Ai Claims Solutions (UK) Ltd: Customer Complaint Policy

Our objective is to provide a high standard of service to you at all times. However, we recognise that things can go wrong occasionally and, when this occurs, we are committed to resolving matters promptly. If you find that you wish to make a complaint, please notify us in accordance with the following procedure.

If your complaint concerns our service

If you wish to make a complaint about the service we have provided, (including information or documentation we have issued to you), and services provided by our approved repairers please contact us by writing to:

Customer Relations
Ai Claims Solutions (UK) Ltd
Indemnity House
Sir Frank Whittle Way
Blackpool
Lancashire
FY4 2FB
Telephone number: 0870 889 2200
Email: aicustomer@aiclaimssolutions.com

Please quote our reference number, and, where possible, enclose copies of all relevant correspondence.

- Within five working days of receiving your complaint, we will write to you acknowledging receipt of your complaint and provide details of who is dealing with your complaint.
- Within four weeks of the date we received your complaint we will either respond to your complaint in writing or if we are unable for any reason to respond to your complaint, we will write to you explaining why and outlining when we anticipate being able to respond.
- In any event, within eight weeks of the date we received your complaint, we will write to you with our response or if we are unable to respond, we will write to you explaining why and outlining when we anticipate being able to respond.

If for any reason, you remain dissatisfied with the response you can write to the Customer Relations Manager at the above address outlining the reasons for your dissatisfaction.

- The Customer Relations Manager will acknowledge your letter within five working days of receipt by us.
- The Customer Relations Manager will respond within two weeks from the date your letter is received by us.

What happens if we cannot resolve your complaint?

If you remain dissatisfied with our response to your complaint, you may, within six months of the date of the final response refer the matter to:

If your complaint relates to a service provided by Ai Claims Solutions (UK) Ltd on behalf of your insurer:

The Financial Ombudsman Service who will independently investigate your complaint. The Financial Ombudsman Service can be contacted at the following address:

Financial Ombudsman Service
South Quay Plaza, 183 Marsh Wall
Docklands
London E14 9SR
Telephone number: 0845 080 1800
E-mail: complaint.info@financial-ombudsman.org.uk

If your complaint relates to a service provided by Ai Claims Solutions (UK) Ltd on your behalf:

The Chief Executive will independently investigate your complaint and can be contacted at the following address:

The Chief Executive
Ai Claims Solutions (UK) Ltd
Indemnity House, Sir Frank Whittle Way
Blackpool
Lancashire
FY4 2FB
Telephone number; 0870 701 0513
E-mail: customerrelationsteam@aiclaimssolutions.com

If your complaint relates to a Personal Injury Claim:

The Claims Management Regulator will independently investigate your complaint and can be contacted at the following address:

The Claims Management Regulator
PO Box 728 Burton on Trent
Staffordshire
DE14 9DP
Telephone: 0845 450 6858
Email: info@claimsregulation.gov.uk