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Catlin Insurance Company (UK) Ltd. is dedicated to providing a high quality service and wants to ensure that it maintains this at all times. If the **Insured** feels that Catlin has not offered a first class service or if the **Insured** has any questions or concerns about the policy or the handling of a **Claim** the **Insured** should, in the first instance, contact its broker through whom this insurance was placed.

If the **Insured** is unable to resolve the situation and wishes to make a complaint, the **Insured** can do so at any time by referring the matter to:

Compliance Officer  
Catlin Insurance Company (UK) Ltd.  
3 Minster Court  
London  
EC3R 7DD

Tel No: 020 774 8487  
E-mail: [catlin.complaints@catlin.com](mailto:catlin.complaints@catlin.com)

Complaints that cannot be resolved by the Compliance Officer may in certain circumstances be referred to the Financial Ombudsman Service at:

Financial Ombudsman Service  
183 Marsh Wall  
London  
E14 9SH

Tel No: 0845 080 1800  
E-mail: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Further details will be provided on request and at the appropriate stage of the complaints process.