

How to make a complaint

If you are a policyholder and wish to make a complaint about the service you have received, we will investigate your concerns and attempt to resolve the matter to your satisfaction as quickly as possible.

UK Policyholders

Please contact us at:

Complaints
Convex
52 Lime Street
London
EC3M 7AF

Telephone: +44 (0)20 3997 1153

E-mail: syndicatecomplaints@convexin.com

In the event that you remain dissatisfied you may, if you wish, refer your complaint to Lloyd's. Lloyd's will independently review your complaint, taking into account good insurance practice and whether all of the circumstances involved have been considered fairly.

Lloyd's contact details are as follows:

Complaints
Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent
ME4 4RN

Telephone: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

E-mail: complaints@lloyds.com

Website: www.lloyds.com/complaints

If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The FOS's contact details are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk

Telephone: +44 (0)30 0123 9123

Website: www.financial-ombudsman.org.uk

If you have bought your insurance online, you can also register your complaint with the Online Dispute Resolution website, which has been set up by the European Commission.

Lloyd's Europe (LIC) Policyholders

If you are a Lloyd's Europe (LIC) policyholder you should refer your complaint to the complaints team at Lloyd's Europe in the first instance. Alternatively, contact your broker. Otherwise you can refer your complaint to us our address above, and we will forward it to Lloyd's Europe for their consideration.

Details of LIC's complaints procedures are available at [Lloyd's Europe Complaints - Lloyd's Europe \(lloydseurope.com\)](https://www.lloyds.com/uk/claims/complaints).

LIC's Complaints team can be contacted at:

Lloyd's Europe

Head of Complaints management, Lloyd's Insurance Company S.A
Bastian Tower
Marsveldplein 5
1050 Brussels

Telephone: + 32 (0) 2 227 39 40

Email: lloydsbrussels.complaints@lloyds.com

If you are an EU policyholder and your complaint has not been resolved by Lloyd's Europe you may have the right to take your complaint to an external dispute resolution organisation. This can be a regulator, an ombudsman service or another type of external dispute resolution scheme which will undertake an independent review of your complaint. For the contact details of your specific country please refer to the [Lloyd's Europe website](https://www.lloyds.com/uk/claims/complaints).

If you have purchased your contract online, you may also make a complaint via the EU's online dispute resolution ([on www.ec.europa.eu/odr](http://www.ec.europa.eu/odr)).

International Policyholders

If you are a policyholder based outside of the UK or the EU, please contact us in the first instance. Otherwise please refer to the Lloyd's Complaints Handling website for [International Policyholders](https://www.lloyds.com/uk/claims/complaints) for instructions on how to make a complaint as well as the external dispute resolution organisations available to you.