

Sennet Professional Indemnity Limited

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Hythe
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Complaints and Compensation

At SPIL we aim to provide you with the highest level of customer service. If you are not satisfied with the way that we have acted on your behalf please inform our chief executive orally or in writing. Your complaint will be acknowledged within five business days advising you who is dealing with the complaint and indicating when you may expect an answer. We will provide you with a formal response within twenty business days from receipt of the original complaint. If the complaint cannot be resolved within this timescale we will write to you explaining the progress and timescale involved. You will be advised of any further redress available to you should you believe this matter not be resolved to your satisfaction. We comply with the complaints procedure laid down by the FCA and complaints may be referred to them in certain instances.

The chief executive is

Mr Paul James
SPIL
5 – 7 Prospect Road
Hythe
Kent
CT21 5NS

and he can be contacted directly at

by telephone 01304 898 428

by facsimile 0870 974 0878

by email pj@sennetpi.com

We are committed to resolving all complaints and / or disputes (whether such arises before or after termination of this Agreement) without the need for litigation and to allow as far as possible for commercial relationships to remain unaffected. In the event that we are unable to reach an accord you are entitled to refer the problem to

The Financial Ombudsman Service for and independent assessment and opinion.
The FOS Consumer Helpline is on 0845 080 1800 and their address is
Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London. E14 9SR

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of insurance, size of the business (if a commercial customer or charity) and the circumstance of the claim / complaint. Insurance advising and arranging is covered 100% of the first £2,000 and 90% of the remainder of the claim without upper limit. Further information about compensation scheme arrangements is available from the FSCS –

If you have any questions you can contact us on

insure@sennetpi.com

