

## Complaint Procedure – Consumer Leaflet

At **magenta insurance** each of our customers is important to us and we believe you have the right to a fair, swift and courteous service at all times. However, sometimes things can go wrong and we may fail to meet your expectations. Our internal complaints procedure allows us to deal with complaints fairly, effectively and promptly. If you think we have let you down, please tell us why.

### What to do if you have a complaint?

A complaint can be made in person, by phone, by email or in writing. Please contact us at:

**magenta insurance**  
FIRST FLOOR,  
2 Cornhill,  
Bury Saint Edmunds  
IP33 1BE

Telephone: 03300 555 210

Email: [support@magentainsurance.co.uk](mailto:support@magentainsurance.co.uk)

### Our internal complaints procedure

Our internal complaints procedure follows the guidelines of the Financial Conduct Authority as set out in their handbook.

### How do we handle your complaint?

- 1) We will investigate your complaint competently, diligently and impartially, obtaining additional information as necessary.
- 2) We will endeavour to resolve your complaint to your satisfaction by the end of the third working day after receipt and if successful, will issue a Summary Resolution Communication.
- 3) If we are unable to resolve your complaint to your satisfaction in this time, we will acknowledge your complaint and endeavour to send a final response to you within 4 weeks of receipt of your complaint.
- 4) If we are unable to provide you with a final response within this time, we will send you an update and will provide a final response to your complaint within 8 weeks of receipt of your complaint.
- 5) If you are dissatisfied with our final response, you can refer your complaint to the Financial Ombudsman Service at the following address:

**Financial Ombudsman Service**  
Exchange Tower,  
London,  
E14 9SR

## Complaint Procedure – Consumer Leaflet

You may also contact them via email at [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk) or on either of the following telephone numbers:

- 0800 023 4 567 – Calls to this number are now free on mobile phones and landlines
- 0300 123 9 13 - Calls to this number cost no more than calls to 01 and 02 numbers.

Further information is available on the Financial Ombudsman Service website.

[www.financial-ombudsman.org.uk/](http://www.financial-ombudsman.org.uk/)

You have the right to refer your complaint to the Financial Ombudsman Service, free of charge but you must do so within six months of the date of our final response to you.

If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances. For example, if the Ombudsman believed that the delays was as a result of exceptional circumstances.