

COMPLAINTS

Whilst we always endeavour to provide a great service, sometimes things don't go as expected, and you may feel as if we haven't done what you would have hoped for. We want to know how we can put things right.

If you do have reason to complain it is our policy to acknowledge the complaint by the end of third working day following receipt of complaint. You will receive either our written response or an explanation as to why we are not in a position to provide one within eight weeks of receipt of your complaint.

THE COMPLIANCE OFFICER

Getcover.com, 15 East Links, Tollgate, Eastleigh, SO53 3TG

Phone: [01689 892 228](tel:01689892228)

Email: compliance@getcover.com

When you contact Getcover.com please quote your policy schedule number.

FOR COMPLAINTS FOLLOWING A CLAIM NOTIFICATION

International Medical Rescue, 15 East Links, Tollgate, Eastleigh, Hampshire SO53 3TG

Email: complaints@im-rescue.com

FOR ALL COMPLAINTS

If you are not happy with the response you have the right to ask the Financial Ombudsman Service (FOS) to review your complaint.

Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square, London, E14 9SR

Phone: [0800 023 4567](tel:08000234567)

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

Website:- <https://www.financial-ombudsman.org.uk/>

Please note that if you refer your complaint to the FOS you must have approached us first and received our final response. You must approach the FOS within 6 months of receiving our final response.

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This depends on the type of business, and circumstances of the claim. Insurance arranging is covered for 90% of the claim, without any upper limit. Further information can be obtained by the Financial Services Compensation Scheme by visiting www.fscs.org.uk.

If you purchased a policy online and are unhappy with the product or the service you received, you can also use the European Commission's [Online Dispute Resolution](http://ec.europa.eu/consumers/odr/) service to make a complaint at <http://ec.europa.eu/consumers/odr/> . The purpose of this platform is to identify a suitable Alternative Dispute Resolution (ADR) provider, we expect that this will be the Financial Ombudsman Service.