

Committed to resolving your complaint



Norwich Union Healthcare take all complaints seriously and to ensure that your concerns are addressed quickly and by the appropriate department, we have established a complaint procedure, which is outlined in this leaflet for your information.

1

Initial Complaint

You should either liaise directly with your normal insurance advisor, or alternatively, please send your complaint in writing to;

**The Complaints Co-ordinator (65)
Norwich Union Healthcare
Chilworth House
Hampshire Corporate Park
Templars Way
Eastleigh SO53 3RY**

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Further Escalation

In the unlikely event that you feel that the complaint has not been resolved to your satisfaction, you can write to;

**The Quality Manager (65)
Norwich Union Healthcare
Chilworth House
Hampshire Corporate Park
Templars Way
Eastleigh SO53 3RY**

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Financial Ombudsman Scheme

In the event that the complaint cannot be resolved amicably, the Financial Ombudsman Service may be able to investigate the matter. However, the Ombudsman will only consider the complaint, once we have been given the opportunity to resolve the matter directly with you (as described above).

The Financial Ombudsman Service

**South Quay Plaza
183 Marsh Wall
London E14 9SR**

Telephone: 0845 080 1800

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

Website: www.financial-ombudsman.org.uk

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