

## We promise to:

- acknowledge your complaint within five days of receiving it;
- have your complaint reviewed by a senior member of staff;
- tell you the name of the person managing your complaint; and
- respond in full to your complaint within 28 days. If this is not possible for any reason, we will write to you to explain why we have been not been able to settle the matter quickly. We will also let you know when we will contact you again.



## Our customer-care policy

A GROUPAMA  
COMPANY



Groupama

Groupama Insurance Company Limited Registered Number 995253  
Registered in England Registered Office: 6th Floor, One America Square, 17 Crosswall, London, EC3N 2LB.  
[www.groupama.co.uk](http://www.groupama.co.uk) [www.groupamahealthcare.co.uk](http://www.groupamahealthcare.co.uk)  
Member of the Association of British Insurers Authorised and regulated by the Financial Services Authority

GR388 12/09



## Step 1

**We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong. If this happens, please use the most suitable contact from the following list.**

Please tell them your name and your claim number or policy number and the reason for your complaint.

**Telephone calls may be recorded.**

Calls to 03 numbers will cost no more than the cost of a call to an 01 or 02 number in the UK.

Calls to 0870 numbers will cost no more than a call to an 01 or 02 number in the UK. Calls from mobile phones may cost more.



## Personal insurances

### Motor and household

#### Claims

Claims Centre Manager  
Personal Insurances Claims Centre  
1 Port Way, Port Solent, Portsmouth PO6 4TY  
Tel: 0870 240 1895 (Motor), 0870 241 2719 (Household)  
Fax: 023 9220 5495  
Email: [claims.care@groupama.co.uk](mailto:claims.care@groupama.co.uk)

#### Policy Administration and Documentation

Operations Manager  
Groupama House, 60 Spring Gardens  
Manchester M60 1HU  
Tel: 0161 834 9888  
Fax: 0161 834 9143  
Email: [underwritingcustomerservice@groupama.co.uk](mailto:underwritingcustomerservice@groupama.co.uk)

### Personal accident and travel

#### Claims

PA & Travel Claims Manager  
Groupama Insurances, The Nexus Building, Broadway  
Letchworth Garden City, Hertfordshire SG6 3TE  
Tel: 0333 633 9008  
Fax: 0333 633 9009  
Email: [paclaims@groupama.co.uk](mailto:paclaims@groupama.co.uk)

#### Policy Administration and Documentation

Personal Lines Director  
Groupama Insurances, 6th Floor, One America Square,  
17 Crosswall, London, EC3N 2LB  
Tel: 0870 850 8510  
Fax: 0870 850 2771  
Email: [pa&travel.underwriting@groupama.co.uk](mailto:pa&travel.underwriting@groupama.co.uk)

## Commercial insurances

#### Claims

Claims Centre Manager  
Groupama Insurances, 3rd Floor, Building 1  
Imperial Place, Elstree Way  
Borehamwood WD6 1JN  
Tel: 0870 600 2123  
Fax: 0870 600 2102  
Email: [smeclaims@groupama.co.uk](mailto:smeclaims@groupama.co.uk)  
[fleetclaims@groupama.co.uk](mailto:fleetclaims@groupama.co.uk)

#### Policy Administration and Documentation

Operations Manager  
Groupama House, 60 Spring Gardens  
Manchester M60 1HU  
Tel: 0870 850 0123  
Fax: 0870 850 0885  
Email: [underwritingcustomerservice@groupama.co.uk](mailto:underwritingcustomerservice@groupama.co.uk)

## Healthcare

#### Claims

Healthcare Claims Manager  
Groupama Healthcare, The Nexus Building, Broadway  
Letchworth Garden City, Hertfordshire SG6 3TE  
Tel: 0333 633 9001  
Fax: 0333 633 9009  
Email: [healthclaims@groupama.co.uk](mailto:healthclaims@groupama.co.uk)

#### Policy Administration and Documentation

Healthcare Director  
Groupama Healthcare, The Nexus Building, Broadway  
Letchworth Garden City, Hertfordshire SG6 3TE  
Tel: 0333 633 9002  
Fax: 0333 633 9010  
Email: [healthmembers@groupama.co.uk](mailto:healthmembers@groupama.co.uk)

## Step 2

If you are not happy with our response to your complaint, please write to our Chief Executive at:

Groupama Insurances  
6th Floor,  
One America Square,  
17 Crosswall,  
London, EC3N 2LB.  
Tel: 0870 850 8510  
Fax: 0870 850 2771



## Step 3

### Financial Ombudsman Service

If you are still not happy with our final response, you may be able to pass your complaint to the Financial Ombudsman Service (FOS). The FOS is an independent organisation and will review your case. Their address is:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR.

Tel: 0845 080 1800

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

You can visit the Financial Ombudsman Service website at [www.fos.org.uk](http://www.fos.org.uk). You can get more information from us or the ombudsman. If you take any of the action mentioned above, it will not affect your right to take legal action.

### Financial Services Authority

Groupama Insurance Company Limited is authorised and regulated by the Financial Services Authority. You can check their website ([www.fsa.gov.uk](http://www.fsa.gov.uk)) which includes a register of all the firms they regulate. Or you can phone them on 0845 606 1234.

### Financial Services Compensation Scheme

We, Groupama Insurance Company Limited, are covered by the Financial Services Compensation Scheme (FSCS). If we fail to carry out our responsibilities under your policy, you may be entitled to compensation from the Financial Services Compensation Scheme. Information about the scheme is available at [www.fscs.org.uk](http://www.fscs.org.uk) or by phone on 020 7892 7300.