

Complaints, Compensation & Privacy

The following additional sections shall apply:

COMPLAINTS

If **You** have any questions or concerns about **Your Certificate** or the handling of a claim you should, in the first instance, contact **MUM** or the broker where applicable. In the event that **You** remain dissatisfied and wish to make a complaint, **You** can do so at any time. Making a complaint does not affect any of **Your** legal rights.

If there is Lloyd's participation stated in the Schedule of Insurers, and **Your** complaint cannot be resolved within two weeks or if **You** have not received a response within two weeks, **You** are entitled to refer the matter to Lloyd's. Lloyd's will then conduct a full investigation of **Your** complaint and provide **You** with a written final response.

Lloyd's contact details are:

Post: Complaints, Lloyd's, Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent. ME4 4RN.

Telephone: +44 (0) 20 7327 5693 Fax: +44 (0) 20 7327 5225

Email: complaints@lloyds.com

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint – How We Can Help" available at www.lloyds.com/complaints and are also available from the above address.

If **You** remain dissatisfied after Lloyd's has considered **Your** complaint, or if **You** have not received a written final response within eight weeks from the date that **MUM** received your complaint, **You** may be entitled to refer **Your** complaint to the Financial Ombudsman Service who will independently consider **Your** complaint free of charge. Their contact details are:

Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone: (Fixed): 0800 0234567 Tel (Mobile): 0300 1239123 Tel (Outside UK): +44 (0) 20 7964 0500 Fax: +44 (0)20 7964 1001

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

Website: www.financial-ombudsman.org.uk

Please note:

- **You** must refer **Your** complaint to the Financial Ombudsman Service within six months of the date of the final response
- The Financial Ombudsman Service will normally only consider a complaint from a business that has an annual turnover of less than 2 million Euros and fewer than 10 employees.

COMPENSATION

(Financial Services Compensation Scheme)

We are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if any of **Us** is / are unable to meet **Our** obligations to you under this **Certificate**. If **You** were to be entitled to compensation from the Scheme, the level and extent of the compensation would depend on the nature of this **Certificate**. Further information about the Scheme is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU and on their website www.fscs.org.uk.

PRIVACY NOTICE

The General Data Protection Regulation (GDPR) gives **You** rights over the processing of **Your** data by whoever and wherever it is held. The GDPR requires **MUM**, a controller of **Your** data, to provide clear privacy notices to **You** when **You** provide **Your** data to **MUM** and to protect **Your** data rights through appropriate contractual clauses with **You** and third parties (i.e. controllers and processors of **Your** data). Details of who **MUM** is and where **MUM** can be contacted can be found on our website www.manchesterunderwriting.com. As an underwriting agent for insurers, **MUM** will collect and transfer **Your** data to various parties associated with the services that we provide to **You**. Details of what information **MUM** collects, the legal basis for this, who **MUM** passes it to and why **MUM** does this are set out in **MUM's** privacy notice which may be accessed on **MUM's** website at <http://www.manchesterunderwriting.com/contact-us/privacy-notice/>. **MUM's** policy is to keep any information obtained from **You** secure and confidential and only to use it for the purposes of providing insurance, or as may be specifically agreed with **You**.