

Complaints, Compensation & Privacy

The following sections apply in place of the sections headed **COMPLAINTS, COMPENSATION, PRIVACY NOTICE** or **DATA PROTECTION**:

COMPLAINTS

If **You** have any questions or concerns about **Your** insurance **Policy** or the handling of a claim, **You** should contact:

In connection with the handling of a claim:

Vericclaim UK Limited, Rawdon Court, 20 Leeds Road, Rawdon, Leeds, LS19 6AX

Tel.: 0113 387 9032

Email: mum@vericclaim.co.uk

In connection with all other matters, **MUM**:

The Complaints Manager, Manchester Underwriting Management Limited whose address is Link House, St. Mary's Way, Chesham, Buckinghamshire HP5 1HR

Tel.: +44 (0)1494 770700

E-mail: complaints@manchesterunderwriting.com

If **You** remain dissatisfied after **We** have 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: 0800 023 4567 (calls to this number are now free on mobile phones and landlines) or 0300 1239123 or from outside the 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 or annual balance sheet which does not exceed 2 million Euros and has 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**.