

## 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:

Quadra Claims Services Limited, 86 Deansgate, Manchester M3 2ER

Tel.: +44 (0) 161 838 6600

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

**Website:** [www.financial-ombudsman.org.uk](http://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 **Policy**. 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 **Policy**. Further information about the Scheme is available from the Financial Services Compensation Scheme, 10<sup>th</sup> Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU and on their website [www.fscs.org.uk](http://www.fscs.org.uk).

## **PRIVACY NOTICE**

The General Data Protection Regulation (GDPR) gives you rights over the processing of **Your** personal data by whoever and wherever it is held.

Manchester Underwriting Management Limited (MUM) is the data controller of any personal data which it holds about **You** or processes and MUM will process **Your** personal data in accordance with data protection laws. Details of who MUM is and where we can be contacted can be found on our website [www.manchesterunderwriting.com](http://www.manchesterunderwriting.com). This personal data includes details such as **Your** name, address and contact details and any other information that we collect about you in connection with the insurance cover from which you benefit. This information may include special categories of personal data such as information about your health and any criminal convictions **You** may have and may be obtained from **You**, **Your** representatives and public records (e.g. criminal records, regulatory records, anti-fraud databases).

MUM process **Your** personal data for the purposes of providing insurance related services to **You** and for business purposes such as fraud prevention, record management and general day to day business operations. As an underwriting agent for insurers MUM will collect and transfer **Your** personal data to various parties associated with the services MUM provides to **You**. The way insurance works means that **Your** information may be shared with, and used by, a number of third parties in the insurance sector for example, our group companies, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. MUM will only disclose **Your** personal information in connection with the insurance cover that we provide and to the extent required or permitted by law.

Details of what information MUM collects, its source, the legal basis for this, who MUM may pass it to and why MUM does this are set out in MUM's privacy notice which may be accessed on MUM's web site at <http://www.manchesterunderwriting.com/contact-us/privacy-notice/>. If **You** pass us personal data about any third party, **You** should ensure that they are aware of the content of this notice. MUM's policy is to keep any information obtained from you secure and confidential and only use it for the purposes of providing insurance, or as may be specifically agreed with **You**.