

Complaints

At Coverys International Insurance Company we are committed to going the extra mile for our customers. If you believe that we have not delivered the service you expected, we want to hear from you so that we can try to put things right.

Our promise to you is that we will:

- Acknowledge all complaints promptly
- Investigate quickly and thoroughly
- Keep you informed of progress
- Do everything possible to resolve your complaint
- Ensure you are clear on how to escalate your complaint, if necessary

How to make a complaint:

You can email us or write to us with your complaint.

Email:

complaints@coverys.eu

Address:

Coverys International Insurance Company DAC
The Victorians
15-18 Earlsfort Terrace
Dublin 2
D02YX28
Ireland

In your communication, please provide:

- Your policy number and/or claim reference;
- A description of your complaint
- Your contact details (phone number, e-mail address, home address)

Next steps:

- The staff member who receives your complaint will deal with it in a considered, fair, and consistent manner, with the aim of resolving it at the earliest possible point.
- All complaints will be acknowledged within 5 business days of being received (unless previously resolved to your satisfaction).
- This acknowledgement will include the name, contact number and title of the person handling your complaint.

Unresolved by day 20:

- The person responsible for handling your complaint will provide you with regular written updates on the progress of the investigation of your complaint, at intervals not greater than 20 business days.

Unresolved by day 40:

- Where 40 business days have elapsed and your complaint is not resolved, we will inform you of the anticipated timeframe within which we hope to resolve your complaint.
- We will inform you of your right to refer the matter to the Financial Services Ombudsman and contact details of same will be provided.

Conclusion of complaint process:

We will advise you in writing, within 5 business days of the completion of the investigation of your complaint, of the outcome of the investigation and, where, applicable, explain the terms of any offer or settlement being made.

If your complaint is not resolved to your satisfaction and you remain dissatisfied with our resolution, you can refer your complaint to:

The Financial Services & Pensions Ombudsman
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29
Ireland