



Complaints Handling Procedure

5 April 2019

Global Aerospace Underwriting Managers Ltd. ("Global") aims to deal promptly and fairly with all complaints.

This document sets out how we handle complaints. If you are an eligible complainant, you also have the right to refer your case to the Financial Ombudsman Service (FOS). Details of how to do this are set out at the end of this document.

Eligible Complainant

The current definition of an eligible complainant is:

- (a) Consumers (defined as natural persons acting for purposes outside of their trade, business or profession);
- (b) Micro-enterprises (defined as enterprises which (i) employ fewer than 10 persons AND (ii) have a turnover OR annual balance sheet that does not exceed € 2 million;
- (c) Small to medium-sized enterprises (SMEs) that (i) have a turnover of less than £6.5 million AND (ii) employ fewer than 50 persons OR have a balance sheet total of less than £1.5 million;
- (d) Charities which have an annual income of less than £6.5 million; and
- (e) Trustees of trusts which have a net asset value of less than £5 million.

Eligibility Criteria

The Complaints Handling Procedure does not apply where:

- a) the complaint has been resolved by close of business on the business day following its receipt and you have indicated acceptance of our response, or
- b) we have taken reasonable steps to determine that the complaint does not involve an allegation that you have suffered, or may suffer, financial loss, material distress or material inconvenience.

How to Complain

If you have a complaint against Global you may make it by telephone, e-mail or letter. To make it by telephone please call 0207 369 2242 and ask for the Complaints Officer. Alternatively you may e-mail complaints@global-aero.com, or write to:

The Complaints Officer
Global Aerospace Underwriting Managers Ltd.
Fitzwilliam House
10 St. Mary Axe
London
EC3A 8EQ

There is no charge of any sort for making a complaint.

What we will do

On receipt of your complaint, the Complaints Officer will:

- a) investigate the complaint competently, diligently and impartially, obtaining additional information as necessary; and
- b) assess fairly, consistently and promptly:
 - i. the subject matter of the complaint;
 - ii. whether the complaint should be upheld; and
 - iii. what remedial action and/or redress may be appropriate.

After taking into account all relevant factors, the Complaints Officer will:

- a) offer redress or remedial action if he considers it appropriate;
- b) explain to you promptly and clearly his assessment of the complaint, his decision and any offer of remedial action or redress; and
- c) implement promptly any offer of remedial action or redress accepted by you.

The Complaints Officer will at all times seek to be fair and reasonable in the conduct of investigations. He will review all correspondence and documentation received from you that relates to the matter, together with all internal files that relate to the matter before reaching any conclusion. The Complaints Officer will also discuss the matter with any person whom he considers appropriate and relevant to the investigation.

Timeframe

We will aim to resolve complaints at the earliest possible opportunity. If we are not able to resolve a complaint by close of business on the day following its receipt we will acknowledge any complaint promptly in writing to confirm that we have received the complaint and are dealing with it. We will ensure that you are kept informed thereafter of the progress of the measures being taken for the resolution of your complaint.

Within eight weeks of receipt of the complaint we will endeavour to send you a final response letter to resolve the complaint. This letter will either:

- a) accept the complaint and, if appropriate, offer redress or remedial action; or
- b) offer redress or remedial action without accepting the complaint; or
- c) reject the complaint and give reasons for doing so.

If we are not in a position to make a final response we will send you a letter explaining why and indicating when we expect to do so.

Financial Ombudsman Service

If applicable, we will inform you of your right to refer the complaint to the FOS if you are dissatisfied and we will send you a copy of the FOS explanatory leaflet. If you are an eligible complainant and you wish to ask the FOS to review your complaint, you must do this within six months of receiving our final response letter.

If you refer your complaint to the FOS we will cooperate fully with the FOS and comply promptly with any settlements or awards made by it.

Full contact details are available on the FOS website: <http://www.financial-ombudsman.org.uk/default.htm>

You can contact the FOS by letter, telephone or email at the following address:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: **0800 0234567** or **020 7964 1000**

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