



Making a complaint – our promise to you

This is important information;
please keep it somewhere safe in case
you need to refer to it in the future

We're sorry you've had to make a complaint.
Our aim is to resolve this for you as soon as
possible.

For more complex issues it's likely that we'll
need longer to look into what's happened.
If this is the case, we'll contact you to let you
know when we expect to be able to give an
answer and give regular updates until our
investigation is complete. If you need to get in
touch with us in the meantime, please quote the
reference number provided in our covering letter.

As part of our complaints promise we will:

- treat you fairly
- have a dedicated expert to take
responsibility and deal with your complaint
- use your experience and feedback to
improve our service and products.

Once you've received our response, you
should let us know as soon as possible if you
feel there is additional information that should
be considered, or if there's something we've
missed. Our contact details are:

Complaints Department
Aviva Health UK Ltd
PO Box 540
Eastleigh
SO50 0ET

You can call us on **0800 051 7501** (calls are
free within the UK from landlines and mobiles)
or send us a fax to **0845 300 6321**.

You can also email us at **hcqs@aviva.com**
or simply log on to our website at
**aviva.co.uk/existing-customers/
complaints-contacts.html**

Calls are free within the UK from landlines
and mobiles and we're available between
9am and 5pm, Monday to Friday. Our calls
are recorded and monitored to help us
improve our service to you.

If you're unhappy with the outcome

We'll do all we can to resolve the complaint in the way you'd expect us to. However, if you're unhappy with our response or we've not replied within eight weeks, you may be able to ask the Financial Ombudsman Service (FOS) to carry out an independent review of your complaint. We'll let you know when we issue our response if this is the case. Whilst we're bound by the decision of the FOS, you're not. The contact details for the FOS are:

The Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone:

0800 023 4567 calls are free within the UK from landlines and mobiles or; **0300 123 9123** (calls to this number are charged at the same rate as 01 or 02 numbers on mobile phone tariffs) or; **+44 20 7964 1000** if calling from abroad.

Email:

complaint.info@financial-ombudsman.org.uk

Website:

financial-ombudsman.org.uk

Following our complaints process does not affect your right to take legal action.

This leaflet is also available in braille, large print and audio format. If required, please contact us on **0800 051 7501** (calls are free within the UK from landlines and mobiles) to request a version of this leaflet in a format more suitable for you.

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