

Important Information

Complaints

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you can call, email or to write to us:

Complaints regarding the SALE OF YOUR POLICY

Bspoke Underwriting
Customer Relations Department (WeddingPlan Insurance)
Brookfield Court
Selby Road
Leeds
LS25 1NB
Tel: 0345 218 2685
✉ CustomerRelations@bspokeunderwriting.co.uk

On all correspondence, please provide quote WeddingPlan Insurance and your unique policy number from your policy schedule. This will help us to validate your policy details and deal with your complaint as quickly as possible.

Complaints regarding the handling of a LIABILITY CLAIM (Section 8 & 11 of your policy wording only)	Complaints regarding ANY OTHER CLAIMS (All sections of your policy wording except 8 & 11)
Kennedys Claims Handling 6 Queen Street Leeds LS1 2TW Tel: 0343 2278610 Email: bspoke@kennedyslaw.com	Claims Consortium Group Nightingale House Taunton TA1 3EN Tel: 0344 2990108 Email: weddingplan@claimsconsortiumgroup.co.uk

On all correspondence, please state that your insurance is underwritten by Bspoke Underwriting Ltd for WeddingPlan Insurance and provide your unique policy number from your policy schedule. This will help **us** to validate **your** policy details and deal with **your** complaint as quickly as possible.

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service
Exchange Tower, London E14 9SR
Tel: 0800 023 4 567 or 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

What happens if we can't meet our liabilities?

If Watford Insurance Company Europe Limited cannot meet their obligations, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.