



Generali UK Branch Complaint Handling Process

Introduction

Generali is committed to providing the highest level of service to its customers. Even so there may be circumstances in which a customer wishes to make a complaint.

We take customer complaints very seriously and want to be informed of any dissatisfaction you may have with us as soon as possible.

We will always try to resolve the problem quickly and to your satisfaction.

Making a complaint

Often the people you first raise the matter with are able to help, but there may be occasions where it needs to be referred to another department.

If you are unsure as to who you should contact, you should address your concerns to:

Client Resolution Team
Assicurazioni Generali S.p.A.
4 Thomas More Square
London E1W 1YW
ClientResolution@generali.co.uk
020 7265 6200

You can raise your concern by email, letter or phone. When doing so please outline the nature of your complaint as clearly as possible so that the matter can be investigated straight away.

It would be particularly helpful if you could quote policy numbers and supply us with copies of relevant documents.

Investigating the complaint

We will write to you to acknowledge receipt of your complaint and then undertake an independent review of the matter.

We aim to resolve your concerns as quickly as possible and in any event within four weeks. Sometimes it may take longer and where this is the case, we will write to you at the end of this four-week period and provide you with an update.

Where a complaint has not been resolved within eight weeks of receipt, we will contact you again and explain why we are not in a position to make a final response and when we believe we are likely to be able to do so.



Financial Ombudsman Service

The Government has established the Financial Ombudsman Scheme to provide customers of financial services firms with a free and independent service for resolving disputes.

If you remain unhappy with our response, or after eight weeks you don't wish to wait for us to complete our review, you may refer your complaint to the Financial Ombudsman Service. More information about the Financial Ombudsman Service and the type of complaints that it can review can be found by [clicking here](#).

If you are unhappy with our final response and would like to refer the matter to the Financial Ombudsman Service, then you must do so within six months of the date of our final decision letter.

Please note that your complaint will be dealt with confidentially and will not affect how we treat you in the future. Whilst we are bound by the decision of the Financial Ombudsman Service, you are not and this does not affect your legal rights.