



## How to make a complaint

If you have a complaint directly relating to your policy, you will need to follow the complaints procedure shown within your policy wording.

We aim to treat all customers fairly and to provide you with a high level of customer service at all times. But if you are not satisfied, please contact us:

**Write:** The Compliance Officer,  
GoldPark,  
Carlson House, Bradfield Road, Wix, CO11 2SP

**Email:** enquiries@goldparkinsurance.co.uk

**Call:** **0330 131 9484** or 01255 871965  
Option 1: 24hr claims notification  
Option 2: Customer support and enquiries  
09:00-17:00 Monday to Friday

When dealing with your complaint, we will follow our complaint handling procedures; a summary of these is available on request.

If you are still not satisfied:

- You may be entitled to refer the matter to the Financial Ombudsman Service, telephone number 0800 0234567, email <https://www.financial-ombudsman.org.uk>
- If we cannot meet our obligations, you may also be entitled to compensation from the Financial Services Compensation Scheme.

Further information is available on request.