

## **Complaints Procedure - NorthStandard EU DAC**

### **Our commitment to you**

At NorthStandard and Sunderland Marine each of our customers is important to us, and we believe you have the right to a fair, swift and courteous service at all times. We aim to always provide you with a high standard of service but if you have any comments, queries or complaints about our service please do not hesitate to contact us. Your feedback will help us to ensure that we constantly improve the service we provide to you and all our policyholders.

1. We will acknowledge your complaint within 5 working days of receipt of your complaint and provide you with the name and contact details of the person dealing with the matter.
2. We will investigate your complaint and endeavour to send a final response to you within 20 working days of receipt of your complaint. If we are unable to provide you with a final response within this time we will send you an update and explanation with the likely timescales for completing the outstanding enquiries.
3. If more than 40 working days from the date of your complaint has passed and you have not received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to the Financial Services and Pensions Ombudsman (FSPO), an independent, impartial, fair and free service that helps resolve complaints from consumers, including small businesses and other organisations, against financial service providers at the following address:

The Financial Services and Pensions Ombudsman (FSPO)  
Lincoln House  
Lincoln Place  
Dublin 2  
DO2 VH29

You can find out more at [www.fspo.ie](http://www.fspo.ie) or call them on +353 1 567 7000.

For complaints in relation to Sunderland Marine policies please contact [laura.kincaid@north-standard.com](mailto:laura.kincaid@north-standard.com)