

How to complain to Congregational



Congregational

Protecting the things you value since 1891



Our complaints commitment

Our aim is to provide an **excellent service to our customers at all times**. However, we understand that, from time to time, we may not live up to our own high standards and we recognise that occasionally things do go wrong. Whenever this happens, we welcome your feedback to ensure that we provide the kind of service you expect.

We take all complaints seriously and aim to resolve all customers' problems **promptly and fairly**. Every complaint is diligently recorded, swiftly dealt with and the outcome noted.

You may make a complaint by phone, email or in writing

Complaints relating to claims:

call **0800 085 3590**

email **claims@shared-values.co.uk**

write to **Congregational & General Insurance plc, Currer House, Currer Street, Bradford BD1 5BA**

Any other complaints:

call **0800 012 1891**

email **info@shared-values.co.uk**

write to **Congregational, Europa House, Midland Way, Thornbury, South Gloucestershire BS35 2JX**

If your complaint relates to the helpline services, contact DAS Legal Expenses Insurance Company Limited Call **0334 893 9013** or email **customerrelations@das.co.uk** or write to: DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH



What will happen if you complain?

- Upon notification of your complaint to Congregational, we will record the details of your complaint and attempt to resolve the matter within 24 hours.
- If we are unable to resolve your complaint within 24 hours, we will, within no more than five working days, send you a letter to acknowledge your complaint and explain to you how we will investigate your complaint.
- During the course of our review, and where relevant, we will provide you with regular progress updates. We will endeavour to write to you and provide you with our formal and final decision as soon as possible. This will be at most within 40 working days following receipt of your complaint.
- If we are unable to resolve your complaint within 40 working days, we will write to you explaining fully why we are unable to do so and when you can expect our formal and final decision. We will also inform you of your right to refer your complaint to the Financial Ombudsman Service (FOS) and provide you with an FOS explanatory leaflet.

If you're not happy with our response

If, after making a complaint to us, we have either:

- not provided you with a formal and final decision within 40 working days, or
- you are unhappy with our final decision and feel the matter has not been resolved to your satisfaction,

You may be able to take your complaint to the FOS. Any referral to the FOS must normally be made within six months of receipt of a final decision letter from us.

Financial Ombudsman Service contact details

Consumer Helpline open 8am to 8pm, Monday to Friday. 9am to 1pm, Saturday.

Tel: **0800 023 4567**

calls to this number are free on mobile phones and landlines

Tel: **0300 123 9123**

calls to this number cost no more than calls to 01 and 02 numbers

These numbers may not be available from outside the UK – so please use

+44 20 7964 0500 if calling from abroad

Email: **complaint.info@financial-ombudsman.org.uk**

Website: **www.financial-ombudsman.org.uk**

Address: **Financial Ombudsman Service, Exchange Tower, London E14 9SR**

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Any other complaints:

call **0800 012 1891**

email **info@shared-values.co.uk**

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This complaints procedure does not affect your right to
take legal action and does not form part of the policy



Congregational & General Insurance plc.

customer services: 0800 012 1891 email: info@shared-values.co.uk

claims: 0800 085 3590 email: claims@shared-values.co.uk

Registered Office: Currer House, Currer Street, Bradford, West Yorkshire, BD1 5BA.

Registered in England and Wales Registered Number 93688.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No 202089.

CG/SVCP/1015