

COMPLAINTS

This leaflet explains how we will handle your complaint.

RL
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Our commitment to you

If you are unhappy with us, it's important that:

- you know who to complain to
- you know how we will deal with your complaint
- you feel confident that we will take your complaint seriously
- you know that we will try to resolve the problem quickly.

Who do you complain to?

You can make a complaint by:



Writing to us at:

RL360°
RL360 House
Cooil Road
Douglas
Isle of Man
IM2 2SP
British Isles.



Phoning us: + 44 (0)1624 681681



Emailing us: customer.relations@rl360.com

Please address your complaint to the Customer Relations Manager.

What happens next?

- Once your complaint has been received, we will acknowledge it in writing within five working days.
- We will write to you detailing the outcome and our decision following a full and impartial investigation of your complaint. The investigation will take account of all available information.
- Where we are unable to complete our investigation in four weeks, we will write and let you know when we hope to be able to deliver our response.
- Should our investigation still not have concluded after eight weeks and we are not awaiting any information from you, we will write to you to provide an explain why.



Financial Services Ombudsman Scheme
Thie Slieau Whallian
Foxdale Road
St John's
Isle of Man
IM4 3AS
British Isles.



Telephone: +44 (0)1624 686500



Email: ombudsman@iomoft.gov.im

Issued by RL360 Insurance Company Limited.

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Douglas, Isle of Man, IM2 2SP, British Isles.

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Telephone calls may be recorded.

Website: www.rl360.com

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