

COMPLAINTS

This leaflet explains how we will handle your complaint.

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



Phoning us:

+ 44 (0)1624 638888



Emailing us:

iom.policyadministration@rl360.com

It is normally best to address your complaint to the person that you have been dealing with.