

HOW YOUR COMPLAINT IS HANDLED

We hope that you never have reason to complain, but if you do, we will do our best to work with you to resolve it through the following process.

Step 1

Please contact the Administrator on [+443304606009](tel:+443304606009) or email hello@uk.insurance.globalcyclingnetwork.com. A customer service representative will assist you and do their best to resolve your complaint.

Step 2

If your complaint cannot be resolved in step one above, ask to speak to a manager to discuss your concerns further.

Step 3

If, after speaking to a manager, your complaint requires further investigation, the Administrator will: Formally acknowledge your complaint within 5 working days of receiving the complaint, and provide you with a copy of the complaints handling process. Your complaint will be handled by the Administrator, who will review your complaint and issue you with a final response letter at the earliest opportunity and within eight weeks.

In The Final Response To Your Complaint, the Administrator Will:

1. Set out their understanding of your complaint.
2. Explain the relevant information and circumstances.
3. Give a clear explanation for any delays in resolving your complaint.
4. Draw a conclusion and explain the decision.
5. Pay any redress and take any actions agreed with you.
6. Explain your Financial Ombudsman Service (FOS) referral rights.

If The Administrator is Unable To Issue The Final Response Within 8 Weeks Of You Making Your Complaint, or if You Are Unhappy With the Response, They Will:

1. Write to you to explain that you have the right to refer the matter to Financial Ombudsman Service (FOS) without their consent being required.
2. Provide you with information about your rights to refer your complaint to the Financial Ombudsman Service (FOS).

You can find more information about the Financial Ombudsman Service (FOS) on their Website:

www.financial-ombudsman.org.uk or by calling them on [0800 023 4567](tel:08000234567).

Call us

0330 460 6009

Jump on a Chat

<https://insurance.globalcyclingnetwork.com>

Email us

hello@uk.insurance.globalcyclingnetwork.com

Opening hours: 8am - 5pm, Monday to Friday
(these times might be affected by bank holidays)