GCN INSURANCE

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 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.

Call us	Jump on a Chat	Email us
0330 460 6009	**https://insurance.globalcyclingnetwork.com**	**hello@uk.insurance.globalcyclingnetwork.com**

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

GCN cycling insurance is arranged by Twothreebird UK Limited, which is Authorised and Regulated by the Financial Conduct Authority (firm reference number 313965), and administered by its Appointed Representative, Gator Bikesure Limited. Policies are underwritten by Collinson Insurance, a trading name of Astrenska Insurance Limited (registered in England, company no. 01708613). Collinson Insurance is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (FCA number 202846).
For policies incepted prior to 1 November 2026:
GCN cycling insurance is underwritten by Red Sands Insurance Company (Europe) Ltd (Red Sands Insurance). Red Sands Insurance is authorised and regulated by the Gibraltar Financial Services Commission and is subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority in respect of business underwritten in the UK (No: 231635). Play Sports Network Ltd (Company number 08265494) trading as Global Cycling Network, is an Introducer Appointed Representative of Twothreebird UK Ltd.