

In the Event that you wish to make a complaint you may contact us:

Wimsure Underwriting Limited

15 St. Mary-at-Hill

London

EC3R 8EE

Tel: 0203 058 5664

Email: info@wimsure.com

Should you remain dissatisfied with the response that you receive from us, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Complaints

Lloyd's

One Lime Street

London

EC3M 7HA

Email: complaints@lloyds.com

Telephone: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

Website: www.lloyds.com/complaints

Ultimately, should you remain dissatisfied with Lloyd's final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The FOS's contact details are as follows:

Financial Ombudsman Service

Exchange Tower

London

E14 9SR

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

Telephone: +44 (0) 300 123 9123

Website: www.financial-ombudsman.org.uk