

## Complaints Procedure

UK Health Insurance will endeavour to provide the highest standards of service at all times. If you are not completely satisfied with any aspect of our service at any time, please write to our Managing Director at our head office address below, quoting your policy number:

UK Health Insurance  
Bourne Gate  
25 Bourne Valley Road  
Poole  
BH12 1DY

Or you can email us at: [complaints@UKhealthinsurance.com](mailto:complaints@UKhealthinsurance.com)

We will fully investigate your complaint and report our findings to you.

Should you not be satisfied with our final response and you are an eligible complainant, you may be able to refer the matter to the Financial Ombudsman Service. Further information about the Financial Ombudsman Service can be found on its website at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You can write to the Financial Ombudsman Service at:

Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London  
E14 9SR

Telephone: 0800 023 4567 or 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

UK Health Insurance is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of insurance, size of the business (if a commercial customer) and the circumstances of the claim. Further information about compensation scheme arrangements is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk) or telephone 0207 892 7300.

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Fax: 0870 350 1 806  
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