

Generali UK Employee Benefits

Complaint Handling Process

Introduction

Generali is committed to providing the highest level of service to its customers. Even so there may be circumstances in which a customer wishes to make a complaint.

We take complaints very seriously and want to be informed of any dissatisfaction you may have with us as soon as possible. We will always try to resolve the problem quickly and to your satisfaction.

Making a complaint

Email us at:

EBClientResolution@generali.co.uk

Write to us at:

EB Client Resolution Team
Assicurazioni Generali S.p.A.
55 Mark Lane
London
EC3R 7NE

Call us on:

020 7265 6200

What to expect next

The Appeals Assessor will promptly contact you to acknowledge receipt of your complaint, undertake an independent review of the matter and then issue our final response.

We aim to resolve your concerns as quickly as possible and in any event within four weeks. On occasion it may take longer and where this is the case the Appeals Assessor will write to you at the end of the four week period and provide you with an update.

Where a complaint has not been resolved within eight weeks the Appeals Assessor will contact you again and explain why we are not in a position to issue a final response. They will also tell you when they believe they are likely to be able to do so.

Financial Ombudsman Service

The Government has established the Financial Ombudsman Service to provide customers of financial services firms with a free and independent service for resolving disputes.

If you remain unhappy with our response, or after eight weeks you don't wish to wait for us to complete our review, you may be able to refer your complaint to the Financial Ombudsman Service.

More information about the Financial Ombudsman Service, the type of complaints that it can review and how to submit a complaint to them can be found on their website:

<https://www.financial-ombudsman.org.uk/businesses/resolving-complaint/ordering-leaflet/leaflet>.

If you are unhappy with our final response and would like to refer the matter to the Financial Ombudsman Service, then you must do so within six months of the date of our final decision letter.

Please note that your complaint will be dealt with confidentially and will not affect how we treat you in the future. Whilst we are bound by the decision of the Financial Ombudsman Service, you are not and this does not affect your legal rights.

Assicurazioni Generali S.p.A. UK Branch, 55 Mark Lane, London EC3R 7NE

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