

How do I make a claim?

You may first wish to contact your insurance broker or advisor for advice or help with your claim, but you can of course contact us directly 24 hours a day, 365 days a year.

Call 0330 024 0653 or

- Legal Expenses call 0800 783 6066
- Breakdown cover call 0330 303 1852

Before you get in touch it will help us if you have:

- Your policy number
- Details of how the incident occurred
- Information about the damage

How do I make a complaint?

If you wish to make a complaint you should contact the relevant company stated below for each section:

Covéa Insurance

Customer Relations Team, Covéa Insurance, A & B Mill, Dean Clough, Halifax, West Yorkshire, HX3 5AX
Telephone: 01422 286 406 - Email: customer.relations@coveainsurance.co.uk

Legal Expenses

Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.
Telephone: 0344 893 9013 - Email: customerrelations@das.co.uk

Breakdown Cover

Customer Relations Department, ARAG plc, 9 Whiteladies Road, Clifton, Bristol BS8 1NN
Telephone: 0117 917 1561 - Email: customerrelations@arag.co.uk

In all instances, if you remain dissatisfied, you also have the right to refer your complaint to:

The Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR.
Telephone: 0800 023 4567 or 0300 123 9 123.
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

Whilst we are bound by the decision of the Financial Ombudsman Service, you are not. Following the complaints procedure does not affect your right to take legal action. A copy of each Insurer's complaints handling procedure is available on request.

Would I receive compensation if the insurer is unable to meet its liabilities?

Covéa Insurance is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if Covéa Insurance cannot meet its obligations (e.g. if Covea Insurance plc go out of business, into liquidation or are unable to trade).

Further information about compensation scheme arrangements is available from the Financial Services Compensation Scheme (www.fscs.org.uk, telephone number 0800 678 1100 or 0207 741 4100).

