

## **Complaints**

It is our intention to provide you with the highest possible level of customer service at all times. However, we recognise that things can go wrong on occasion and if this occurs we are committed to resolving matters promptly and fairly.

### **How to complain**

**Telephone** – This is the easiest way to complain and we will try to resolve your complaint immediately. Please call on 01254 395 714

**Email** – To email a complaint to us, please use [hello@apolloinsurance.co.uk](mailto:hello@apolloinsurance.co.uk). When sending an email complaint, you should not include any personal, financial or other sensitive details.

**Letter** – If you wish to make the complaint in writing, please use the following address

Apollo Insurance  
12 Warner Street  
Accrington  
Lancashire  
BB5 1HN

We always try to resolve complaints as quickly as possible. If we cannot, or further investigation is required, we will inform you of this within 5 working days.

In the unlikely event that your complaint has not been resolved within 4 weeks of its receipt, we will contact you and let you know the reasons why and the further action we will take.

Within 8 weeks of its receipt we will either issue you with a final response letter detailing the outcome of our investigation and our decision, or a letter confirming when we anticipate to have concluded our investigation.

### **The Financial Ombudsman Service (FOS)**

Should you not be satisfied with our final response, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS).

The FOS contact details are:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Helplines:

0800 023 4567 or 0300 123 9123

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)