

Customer Complaints

For Irish Domiciled policyholders

1) How to Make a Complaint

If you are dissatisfied with the service you have received, you may make a complaint to the Insurer. Making a complaint is free of charge. You will not incur any costs by using our complaints handling process.

If you require any additional assistance in making your complaint, please let us know and we will make reasonable accommodations to support you.

Complaints should be directed to:

Arch Insurance (EU) dac – Complaints Handling Function

Level 2, Block 3, The Oval
160 Shelbourne Road
Ballsbridge, Dublin 4, Ireland

Email: complaints@archinsurance.com

Please include:

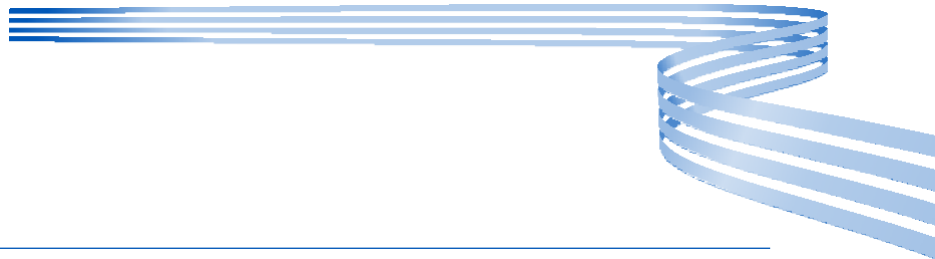
- Your name and contact details
- Policy number (if applicable)
- A clear description of your complaint
- Copies of any relevant supporting documentation

2) Timescales

Response time-frames

In line with the Consumer Protection Code, we will:

- Offer you the opportunity to have your complaint treated as a written complaint where a verbal complaint is received
- Acknowledge your complaint in writing within 5 business days from receipt
- Provide you with the name of the individual who will handle your complaint until it has been resolved or cannot be processed any further within the company
- Provide you with a written update in periods of no longer than 20 business days
- Investigate and resolve where possible your complaint within 40 business days
- Advise you in writing within 5 business days of completion of our investigation, of the outcome and where applicable explain the terms of any offer of settlement being made
- Advise you that our letter constitutes our final response to your complaint. If you are not satisfied with this response, or if 40 business days have elapsed since you first made your complaint without receiving a final response, you may refer the matter to the Financial Services and Pensions Ombudsman (FSPO).



3) Escalating your complaint

As mentioned above, if your complaint is not subsequently resolved to your satisfaction or if 40 business days have elapsed since you first raised your complaint, you may avail of your right, to refer the matter to the Financial Services and Pensions Ombudsman, subject to eligibility.

Financial Services and Pensions Ombudsman

Lincoln House
Lincoln Place
Dublin 2, Ireland

Telephone: +353 1 567 7000

Email: info@fspo.ie

Website: www.fspo.ie

The FSPO is an independent statutory body with authority to investigate and adjudicate complaints against financial service providers.

