PANGEALIFE
part of the clear group

02382 354 354
enquiries@pangealife.co.uk
pangealife.co.uk
Hillview House, Unit 4 Leylands Business Park, Colden Common, Winchester, SO21 1TH

CUSTOMER COMPLAINTS SUPPORT

We always try to give you the best possible service, so we're sorry if we haven't got things right.
If something has gone wrong, or you're unhappy about something we've done, please speak to us. We'll do everything we can to put things right at the first opportunity.

Should you need to make a complaint, please get in touch by

- Letting us know in person
- Writing to us at – Hillview House, Unit 4 Leylands Business Park, Colden Common, Winchester. SO21 1TH
- Giving us a call on – 02382 354354
- Sending us an email – enquiries@pangeainsurance.co.uk

How we will handle your complaint

We will aim to resolve your complaint on the spot or if this is not possible within 3 business days of receipt. If you are satisfied with our response, we will send you confirmation.

If we cannot resolve your complaint straightaway, within 5 business days of receiving it we will send you an acknowledgement and where possible fully resolve your complaint.

If you don't agree with our resolution to your complaint and you'd like to take it further, you may be eligible to refer your complaint to the Financial Ombudsman Service (FOS) you can do this by:

- **Email:** complaint.info@financial-ombudsman.org.uk
- **Phone: 0800 234 567** (free from UK landlines and mobiles)
- **Post:** Financial Ombudsman Service, Exchange Tower, London E14 9SR

Further detailed information about the FOS, including a description of eligible complainants, can be found:

- In our Client Complaint Procedure.
- In the FOS's leaflet, "Your Complaint and the Ombudsman' which we can provide you with, or it is available to download from the Financial Ombudsman Service website.
- On the Financial Ombudsman website: http//www.fos.org.uk.

Data Protection Complaints

These are treated separately from insurance-related complaints, but you have the right to raise a data protection complaint directly with us. Please use the contact details shown above. We will acknowledge receipt of data protection complaints within 30 days of receiving them and take appropriate steps to respond to them. We will make appropriate enquiries, and keep you informed of progress. We will advise you of the outcome of the complaints.

You also have a right to complain to the Information Commissioner's Office:

- **Post:** 4th Floor, No.3 Circle Square, 5 Hawkshaw Street, Manchester, M1 7BL
- **Website:** https://ico.org.uk/make-a-complaint/
- **Phone:** 0303 123 1113

Data protection complaints do not confer any rights of access to the FOS.

Pangea Life Ltd
Pangea Life Ltd is registered with the FCA and is authorised and regulated by the Financial Conduct Authority, under 931756.
Pangea Life Ltd is registered in England & Wales under company registration number 09866582.