

Complaints

In the event that you wish to make a complaint, please contact us at:

complaints@whitebear.group

Should you remain dissatisfied with the response that you receive from us, if you have a Lloyd's policy, you may if you wish, refer your complaint to Lloyd's. Lloyd's will investigate the matter and provide a final response. Lloyd's contact details are as follows:

Complaints
Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent
ME4 4RN

Email: complaints@lloyds.com
Telephone: [+44 \(0\)20 7327 5693](tel:+44(0)2073275693)
Fax: [+44 \(0\)20 7327 5225](tel:+44(0)2073275225)
Website: www.lloyds.com/complaints

Ultimately, should you remain dissatisfied with our final response, you may, if eligible, refer your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services. The FOS's contact details are as follows:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Email: complaint.info@financial-ombudsman.org.uk
Telephone: [+44 \(0\)800 023 4567](tel:+44(0)8000234567)
Website: www.financial-ombudsman.org.uk

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