

Our complaint process

This leaflet explains how you can register your complaint with us and guides you through the process we will follow to deal with your complaint.

At Likewise we aim to provide you with the very highest level of service as our customers are at the very heart of what we do. But, if we didn't get it right for you this time, we would really like to know so that we can put things right.

We always welcome any feedback that you care to share with us, be it positive or negative, so we can strive to be the best that we can be for our customers.

Contact us

There are several ways that you can reach out to us:

Phone: **Please refer to your terms and conditions**

E-mail: **natwestcustomerrelations.uk@likewise.com**

Post: **NatWest Insurance Services
Likewise Customer Relations Department
Gawsworth House
Westmere Drive
Crewe
Cheshire
CW1 6XB**

To make sure that your complaint is dealt with efficiently we need you to include the following information:

- Your full name and full address
- Your mobile phone number and/or claim number
- What went wrong? What can we do to put it right?

It would also be useful to have your best contact number and email address in case we need to contact you regarding your complaint. If you are writing to us, please try to give as much detail surrounding your complaint as possible, including any documentation, emails, letters etc. that we may find helpful or that you would like to be considered when investigating your complaint.

What will happen next?

Once we have logged your complaint, we will endeavour to resolve it as quickly as possible. If we are able to give you an immediate outcome to your complaint, then we'll do just that.

If we cannot give you an immediate outcome, we will write to you confirming that the investigation into your complaint is underway.

We will aim to give you a full and final response to your complaint within eight weeks of receiving your complaint and we will use our best endeavours to do it sooner. In the unlikely event that we cannot give you a full and final response within eight weeks, we will write to you to explain the reason why and when we expect to do so.

When we have fully investigated your complaint, we will get in touch and explain the outcome and the rationale behind our decisions.

Unhappy with our decision?

If you are not satisfied with the way in which we have dealt with your complaint, or we are unable to give a final response within the eight-week timeframe, you may be able to take your complaint further with the Financial Ombudsman Service.

The Financial Ombudsman Service offers a free, independent complaint resolution service, but you must contact them within 6 months of our final response. If you do not refer the complaint in time, we will not give the Financial Ombudsman Service permission to consider your complaint. However, it may be considered if your delay in referral was due to exceptional circumstances.

You can contact the Financial Ombudsman Service and refer your complaint to:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Phone: **0800 023 4567 or 0300 123 9123**

E-mail: **complaint.info@financial-ombudsman.org.uk**

For more information about the Financial Ombudsman Service, visit their website at **www.financial-ombudsman.org.uk**