

CAMPION INSURANCE – COMPLAINTS PROCEDURE

OUR OBJECTIVES

- To respond to complaints in a courteous, timely and fair manner.
- To endeavour to address the specific issues raised by our customers and, where appropriate, update our procedures to avoid re-occurrence of problems.
- To endeavour to achieve a situation where our customer feels we have addressed the complaint, but if he/she remains dissatisfied with the outcome of our efforts, to ensure that he/she is notified of the right to refer the matter to the Financial Services and Pensions Ombudsman.

HOW DO I MAKE A COMPLAINT

We value your feedback and are committed to resolving any issues you may encounter. You can submit your complaint through the following channels:

- **Email:** Send your complaint to compliance@campion.com.
- **Online:** Complete the "Get in Touch" form on our website at www.campion.com.
- **Phone** or In-Person: Contact your local branch directly.

WHAT TO EXPECT AFTER SUBMITTING A COMPLAINT

- **Acknowledgement:** We will acknowledge your complaint in writing within **5 business days**. If you prefer to receive this acknowledgement by post instead of email, please let us know.
- **Investigation:** A manager from the relevant department, with assistance from the Compliance team, will investigate your complaint. You will be assigned a dedicated contact person who will keep you updated throughout the process. If appropriate, the manager investigating may telephone or organise to meet you in order to obtain information that will assist in the investigation of your complaint.
- **Update:** The manager will endeavour to investigate the complaint as swiftly as possible and provide a written update on the progress of the investigation at intervals not greater than **20 business days**.
- **Resolution:** We aim to resolve all complaints within **40 business days**. If this is not possible, we will inform you of the anticipated timeframe for resolution and your right to refer the matter to the Financial Services and Pensions Ombudsman, where applicable.

AFTER THE INVESTIGATION

- Within **5 business days** of completing the investigation, we will send you a written report detailing the outcome. This report will include:
 - An explanation of the terms of any offer or settlement, if applicable.

If you remain dissatisfied with the outcome of your complaint you have the right to refer the matter to the Financial Services and Pensions Ombudsman.

Financial Services and Pensions Ombudsman,
3rd Floor Lincoln House, Lincoln Place, Dublin 2, D02 VH29
Tel: +353 1 567 7000 / Email: info@fspo.ie / Web: www.fspo.ie

CONTINUOUS IMPROVEMENT

- Our Compliance Department will review each complaint to identify any procedural improvements that can be implemented to prevent similar issues in the future.
- Any new procedures will be communicated to all staff and updated in the company's procedural files.
- Our Compliance Department will follow all appropriate internal and external reporting requirements.

ACCESSIBILITY

If you require assistance in submitting a complaint or need this information in an alternative format (e.g., large print), please contact us, and we will be happy to assist.