

## **Customer Guide to the Bode Insurance Solutions Limited Complaints Handling Procedure**

**This leaflet explains how to tell us about a problem and what to do if we can't resolve it for you.**

Bode Insurance Solutions Limited (Bode) is committed to providing services and products to the very highest standards.

If you feel that we have not lived up to your expectations in any way, we would like to hear from you, so we can investigate matters which will also help us improve our service.

### **How to complain**

You may tell us about your problem by telephone, letter, or email. Please write 'Complaint' at the top of your letter and write to our Director and Complaints Officer, Charles Foster, at the address shown below, giving full details of your complaint including the names of the people you have dealt with and how you would like to see the matter resolved.

To allow us to give you the most help, please provide us with as much information as possible and reference any previous correspondence related to the complaint. This will make it easier for us to process your complaint as quickly as possible.

Bode Insurance Solutions Limited  
Becket House  
6 Littlehampton Road  
Worthing  
BN13 1QE

Telephone: 01903 890062

Email [CharlesFoster@leaders.co.uk](mailto:CharlesFoster@leaders.co.uk)

### **How we will respond**

Our Complaints Officer will receive the complaint and send an acknowledgement of receipt within 3 business days.

We will begin investigating your complaint immediately, sending you regular updates.

If we haven't resolved your complaint within 4 weeks from the date of your initial communication, we will write to you explaining why the complaint has not yet been resolved and when we think we will be able to do so.

We will provide a final response within 8 weeks from the date of your initial communication. If we still haven't resolved your complaint, we will tell you why we haven't resolved it, and let you know that you can now refer it to the Financial Ombudsman Service, if you are eligible to do so.

If you are dissatisfied with the final response you receive for us, you can write to:

Financial Ombudsman Service (FOS)  
Exchange Tower  
Harbour Exchange Square  
London  
E14 9SR



This service has been set up to resolve disputes between customers and financial firms and you can access the FOS at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

You may have the right to refer your complaint to the FOS free of charge, but you must do so within six months of the date of our final response letter. If you do not refer your complaint in time, the Ombudsman will not have our permission to consider your complaint and so will only be able to do so in very limited circumstances, for example, if the Ombudsman believes that the delay was as a result of exceptional circumstances.

Bode Insurance Solutions Limited is registered in England (Company No. 03101637) Registered Address: Crowthorne House, Nine Mile Ride, Wokingham, Berkshire, RG40 3GZ

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