

## Accident Exchange Limited Complaints Procedure

### Our Commitment to you

At AX, we place our customers at the centre of everything we do and work hard to provide you with the best possible service. However, if you are unhappy with any aspect of the service you have received from us, please let us know. We will do everything we can to put things right.

To help with this, we have a Complaints Procedure that you can use to make us aware of any problems you've had. The investigation into your complaint will be conducted fairly and promptly.

Our Complaints Procedure meets the requirements of the Financial Conduct Authority – Accident Exchange Limited is authorised and regulated by the Financial Conduct Authority for personal injury claims management services (FRN 836357).

<b>Timeline (from receipt of complaint)</b>	<b>Complaints relating to Claims Management Services</b>
	<p>The Compensation (Claims Management Services) Regulations 2006 Complaints Procedure</p> <p>Accident Exchange Limited is authorised under the Compensation Act 2006 in respect of claims management services in relation to personal injury claims. If you have a complaint in relation to management of your claim by Accident Exchange Limited, the following Complaints Procedure shall be followed.</p> <ol style="list-style-type: none"> <li>1. Complaints may be made in writing, by e-mail, by telephone or in any other form in respect of a claims management service that we have provided and that is regulated under the Compensation Act 2006.</li> <li>2. We reserve the right to decline to consider a complaint that is made more than six months after you became aware of the cause of the complaint. There may be instances where we will waive this requirement at our discretion. We will confirm to you in writing if a complaint has been made outside the time limit that we are prepared to consider.</li> </ol>
<b>3 Business Days</b>	
<b>5 Business Days</b>	<ol style="list-style-type: none"> <li>3. We will send you a written or electronic acknowledgement of a complaint within 5 business days of receipt, identifying the person who will be handling the complaint for the business. Wherever possible, that person will not have been directly involved in the matter which is the subject of the complaint, and will have authority to settle the complaint.</li> </ol>
<b>8 weeks</b>	<ol style="list-style-type: none"> <li>3. Within eight weeks of receiving a complaint we will send you either:</li> </ol>

	<ul style="list-style-type: none"><li>(1) a final response which adequately addresses the complaint; or</li><li>(2) a response which:<ul style="list-style-type: none"><li>(a) explains why we are still not in a position to make a final response, giving reasons for the further delay and indicating when we expect to be able to provide a final response; and</li><li>(b) informs you that you may refer the complaint to the Financial Ombudsman Service if you are dissatisfied with the delay.</li></ul></li></ul> <p>4. Where we decide that redress is appropriate, we will provide you with fair compensation for any acts or omissions for which we are responsible and will comply with any offer of redress which you accept. Appropriate redress will not always involve financial redress.</p>
<b>After 8 weeks</b>	<p>5. In you are not satisfied with our response, or if a complaint is not resolved after eight weeks, you may refer the complaint, within 6 months from the date of our final response or the expiry of eight weeks from your complaint, whichever is sooner, to the Financial Ombudsman Service, whose details are as follows:</p> <p>Visit <a href="https://cmc.financial-ombudsman.org.uk">https://cmc.financial-ombudsman.org.uk</a> Call 0800 023 4 567 Email <a href="mailto:complaint.info@financial-ombudsman.org.uk">complaint.info@financial-ombudsman.org.uk</a></p> <p>The Financial Ombudsman Service Exchange Tower London E14 9SR</p>