

William Russell Ltd. Complaints Procedure

At William Russell, each one of our customers is important to us. We believe that you have the right to professional customer service of the highest quality at all times. If you think we have fallen short of this standard, please follow the procedures outlined below.

If you are not happy with the service you have received, you may write to us at any time at the address across:

William Russell Ltd.
William Russell House
The Square, Lightwater
Surrey, GU18 5SS, UK

Tel +44 1276 486455

Email enquiries@william-russell.com

We will acknowledge receipt of your complaint within 2 working days. We will investigate your complaint and send a response to you within 4 weeks of the receipt of your complaint. If we are unable to provide you with a final response within this time period, we will write to you advising you of when we will be able to respond. We will endeavour to send a final response to you within 8 weeks of the receipt of your complaint. If we are unable to provide you with a final response within this time period, we will write to you again explaining why and advising you of when you may expect a final response.

William Russell Ltd. acts on behalf of the insurers of your plan in respect of policy administration and claims handling. If your complaint relates to a decision we have made on behalf of our insurers (e.g. a decision regarding a claim you have made), you can write to the insurers at any stage in the process.

The insurer of our health, life, and income protection plans is AWP Health & Life S.A.

AWP Health & Life S.A
Customer Relationships
Eurosquare 2
7 rue Dora Maar
93400 Saint Ouen, France

Email client.care@allianzworldwidecare.com

AWP Health & Life S.A. is a signatory to the French Insurance Mediation charter. In the event of a persistent and definitive disagreement, the plan holder has the option, after the exhaustion of all domestic remedies referred to above, to call for the French Insurance Mediator without prejudice to possibilities of legal action.

La Médiation de l'assurance
TSA 50 110
75441 Paris Cedex 09
France

Web mediation-assurance.org

The insurer of our travel and personal accident plans is Griffin Underwriting Ltd..

Griffin Underwriting Ltd.
Level 5, Mill Court
La Charroterie, St Peter Port
GY1 1EJ, Guernsey

If your complaint relates to a service provided by William Russell Ltd. and you have not received a response from us within 8 weeks of our receipt of your initial complaint, or you are dissatisfied with the final response you have received from us, you may write to the UK Financial Ombudsman Service.

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

Tel +44 800 023 4 567

Fax +44 020 7964 1001

Email complaint.info@financial-ombudsman.org.uk

Web financial-ombudsman.org.uk

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