

Complaints

Here at Vetsure Pet Insurance, we want you to be pleased with the service you receive from us, and we take all complaints very seriously. If you're not happy, we're not happy. We will always endeavour to resolve complaints fairly and quickly.

Customers and their pets are at the heart of our business, and our products and services are designed with you in mind. We aim to treat all our customers fairly and consistently. This doesn't mean, of course, that things won't occasionally go wrong. Where we are made aware that a customer is dissatisfied, we will take all the appropriate measures to understand the reasons for this and aim to resolve the problem as quickly as possible. Where appropriate, we will also implement any improvements identified to prevent the same situation from arising again.

If you wish to make a complaint, you can contact us by post, telephone or email using the information below:

Post:

Vetsure Pet Insurance, Customer Service Department,
1st Floor, Helios Court, 1 Bishop Square, Hatfield,
Hertfordshire, AL10 9NE

Telephone:


0800 050 2022

Email:

info@vetsure.com

Please quote your policy or claim reference number in all correspondence.

Complaints Process

A horizontal flow diagram consisting of four teal arrow-shaped boxes pointing to the right, connected by chevrons.

We will acknowledge receipt of your complaint, whether verbal or written, within five business days.

If the complaint can be resolved within five business days, our acknowledgement letter will also outline the result of our investigation.

We will ensure that you are kept informed of the progress of the measures being taken to resolve the complaint.

We will send you a written final response within eight weeks providing you with our findings and decision.

If you remain dissatisfied, you have the right to refer your complaint to the Financial Ombudsman Service, 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. They can be contacted at:

Financial Ombudsman Service, Insurance Division, Exchange Tower, London E14 9SR

Telephone: 0300 123 9 123 or 0800 0234 567 **Email:** complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk