

We welcome all feedback from our customers. We will do our best to resolve your complaint as efficiently and as fairly as possible. We will use the information we gather from our complaints to improve the products and services we provide to our customers.

Our complaints handling procedure below sets out what we will do if we receive a complaint

1	When we receive an initial complaint we will try to resolve it at first contact and maintain a record of this contact.	4	We will send the complainant a letter with details of the outcome of the complaint investigation within 5 business days of completion of the investigation.
2	If we cannot resolve the complaint at first contact or if we receive it in writing we will initiate our formal complaints procedure. We will record the complaint and issue an acknowledgement letter within 5 business days of receipt of the complaint. This acknowledgement will include contact details of a dedicated person nominated to deal with the complaint at this stage.	5	This letter shall include, if applicable, an explanation of the terms of any offer that we are prepared to make in settlement of the complaint.
3	We will investigate the complaint as quickly and thoroughly as possible and where applicable, provide the complainant with regular written updates on the progress of the investigation at intervals of not more than 20 business days.	6	If the complaint has not been resolved within 40 business days of receipt, we will write to the complainant advising of the anticipated timeframe for resolution of the complaint.
		7	We will keep a record of all complaints including all details relating to the complaint for a period of 6 years.

What to do if you have a complaint

<p>✓ In the first instance if you have a complaint you should contact:</p> <p>The No Nonsense Support Centre Lo-call 1890 25 27 37 Email: complaints@nononsense.ie</p>	<p>✓ Depending on the nature of the complaint we may be able to resolve it immediately to your satisfaction. If the issue is not straightforward and it requires a further investigation then a dedicated person will be appointed to handle the matter who will contact you to explain the process.</p>
<p>✓ You may wish to send your complaint in writing to The Manager of the relevant section (for example Claims, Underwriting, Sales) and post it to:</p> <p>FREEPOST No Nonsense Insurance PO Box 11225 Dublin 12</p>	<p>✓ We have a complaints process to ensure your complaint is addressed. If you are not satisfied with our response or how we have dealt with your complaint, you may refer your case to:</p> <p>The Financial Services Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 Tel: 01 662 0899 LoCall: 1890 882 090 Fax: 01 662 0890 Email: enquiries@financialombudsman.ie Web: www.financialombudsman.ie</p>
<p>✓ You may request that any complaint be treated as having been received in writing even where this is not the case.</p>	