



# Sarnia Marine Insurance Brokerage Co. Ltd.

## **COMPLAINTS PROCEDURE**

- 1) Complaints should be made in writing, (i.e. by email, by fax, by post) and all documents related to the complaint should be provided in chronological order, and, when received, will be passed immediately to the designated person for investigation, who would normally be a Team Leader who was not involved directly in the original transaction.
- 2) The designated person handling the complaint will speak with the original handler of the business to check the background and try to ascertain whether the complaint is founded. He/she will then gather whatever information is needed to make a fair and independent assessment of the facts involved.
- 3) All complaints will be acknowledged to you within 2 working days of receipt and the client/customer will be advised of the name and contact details of the person designated to deal with their complaint and when they can expect to receive a full response.
- 4) If the complaint received does not relate to any insurance product or activity related service which we have provided, or should more appropriately be referred to a third party, we will still advise the client/customer in writing within 15 working days and, where possible, provide details to whom the complaint should be redirected.
- 5) A written response will be made within 15 working days of receipt of the complaint, unless it is of a complex nature and warrants longer investigation time, or it requires outstanding/supporting information from a third party, in which case a further 30 days from the expiry of the initial deadline of 15 working days may be required.
- 6) In any event, you will be advised whether the complaint is:
  - (i) accepted
  - (ii) rejected, giving full reasons for doing so; or
  - (ii) a combination of (i) and (ii)
- 7) Resumé of timetable for action:
  - (i) within 2 working days for acknowledgement
  - (ii) within 15 working days for a response
  - (iii) If unable to comply with (ii) advise when full response may be expected
- 8) In the event, that the person designated to deal with your complaint is unable to resolve the problem to your satisfaction, it will be referred to a Director for further arbitration.
- 9) Should the matter still not be resolved to your satisfactions, you may refer the complaint to the Financial Ombudsman Service which has been set up to resolve disputes between consumers and companies. The Financial Ombudsman's jurisdiction covers complaints against authorised firms concerning their regulated activities. The Financial Ombudsman's decisions are based on what is "fair and reasonable" and are binding on firms if a complainant accepts them.

The address for contacting the Financial Ombudsman of the Republic of Cyprus is:

The Financial Ombudsman of the Republic of Cyprus,  
13 Lordos Vyronos Avenue,  
1096 Nicosia,  
Tel. +357 22848900  
Telefax: + 357 22660584 or 22660118  
Email: [complaints@financialombudsman.gov.cy](mailto:complaints@financialombudsman.gov.cy)

21.4.15