Artex Insurance Brokers (Europe) PCC Limited – Amariz Cell

(trading as Amariz)

Complaints Procedure

Introduction

This document describes our internal complaints handling procedures for handling any expression of dissatisfaction, whether verbal or written, and whether justified or not, about our provision of, or failure to provide, a service.

Receiving complaints

Our objective is to provide a high standard of service to you at all times. However, we recognise that things can go wrong occasionally and, when this occurs, we are committed to resolving matters promptly. If you find that you wish to make a complaint about our service or about a claim, please contact us in one of the following ways:

By telephone:	**+44 117 9745770**
By email:	**info@amariz.co.uk**
By letter:	**Amariz Limited, Imperial House, 1 Harley Place, Bristol, BS8 3JT, United Kingdom**

Please quote your client reference and policy number and, where possible, enclose copies of relevant correspondence.

Amariz Limited is only responsible for receiving a complaint and all correspondence will be relayed to Artex Insurance Brokers (Europe) PCC Limited – Amariz Cell ("We"), who have the overall oversight and responsibility of complaints.

Acknowledgement of complaints

Amariz Limited will acknowledge receipt of any complaint upon receipt, in writing. Where a complaint is made verbally, Amariz Limited will prepare a summary of the complaint and request the complainant to confirm in writing the said summary.

Investigation of complaints

Complaints shall be investigated by Artex Insurance Brokers (Europe) PCC Limited – Amariz Cell. Once the information/documentation is gathered, an investigation regarding the complaint will commence.

Responding to complaints

In the first instance, We will review your complaint. Utmost importance is given to communication in plain language, which is clearly understood.

A response will be provided by not later than fifteen working days from when the complaint was received. Where the investigation of a complaint is not completed within fifteen working days from receipt of the complaint, We will:

i. Inform the complainant about the causes of the delay;
ii. Provide an indication as to when the investigation is likely to be completed.

A final decision will be provided in writing. If the complainant is not satisfied with the final decision, the complainant may refer the complaint to the Office of the Arbiter for Financial Services established under the Arbiter for Financial Services Act (Cap.555).

Office of the Arbiter for Financial Services

Should you require to contact the Office of the Arbiter for Financial Services, the contact details are as follows:

Office of the Arbiter for Financial Services
N/S in Regional Road
Msida MSD 1920
Malta
Freephone: 80 072 366
Telephone: (+356) 21 249 245
Website: https://financialarbiter.org.mt/

No complaints are accepted by email.