



KennCo Complaints Procedure

KennCo Insurance is committed to providing the highest level of service to our customers. We realise that things can go wrong and there may be occasions where you feel our service has let you down. As a valued customer you have the right to complain.

Accordingly, any complaint should be addressed in the first instance to the Insurance Broker/Agent who arranged the Insurance Policy for you.

If your Insurance Broker / Agent is unable to resolve the complaint to your satisfaction by close of business the following day or your policy was arranged directly with KennCo Insurance then you should contact:

1. Our staff directly on telephone number 01 4994600 to see if we can resolve any concerns you may have.
2. If you are unhappy with our response you can address your concerns in writing to our Complaints Manager at:

KennCo Underwriting Ltd
Suites 5 – 7 Grange Road Office Park
Grange Road
Rathfarnham
Dublin 16
E-mail: complaints@kennco.ie

KennCo Underwriting Ltd or your Insurer will acknowledge your complaint in writing within five (5) business days of the complaint being made. We will also inform you of the name of one or more individuals that will be your point of contact regarding your complaint until the complaint is resolved or cannot be progressed any further.

We will provide you with an update on the progress of the investigation of your complaint, in writing, within twenty (20) business days of the complaint being made.

We will aim to provide you with a final decision on your complaint, in writing, within forty (40) business days of the complaint being made.

Should you remain dissatisfied with the final response from the above or if you have not received a final response within forty (40) business days of the complaint being made, you may be eligible to refer your complaint to the Financial Services and Pensions Ombudsman (FSPO). The contact details are as follows:

Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29,
Ireland
Tel: +353 1 567 7000
E-mail: info@fspoi.ie

In addition, if you purchased your insurance policy online you may be eligible to refer your complaint via the European Commission's Online Dispute Resolution (ODR) platform. Full details can be found at the following website address <http://ec.europa.eu/odr>

The complaints handling arrangements above are without prejudice to your rights in law.