

### Our commitment to you

At Freedom Health Insurance, each of our customers is important to us, and we believe you have the right to a fair, swift, and courteous service all the time. We are committed to providing you with excellent service and exceeding our customers' expectations. If, for any reason, you are not entirely satisfied with any aspect of our service, please let us know.

We shall work to correct matters as quickly as possible and, where needed, take steps to prevent the problem happening again. We value our customers, and your feedback can help us improve the products and services we offer to you.

### How to complain

If you are unhappy with the way your policy was sold to you, you should contact your broker and ask them to investigate. Your broker will have their own complaints process and you can ask for a copy of this.

If your policy was sold to you directly by Freedom, and you are unhappy with the way it was sold to you, or if you are unhappy with the way your policy has been administered by Freedom, regardless of which broker sold it to you, you can raise your concerns by writing to the Chief Operating Officer ('COO') at Freedom Health Insurance, County Gates House 300 Poole Road, Poole BH12 1AZ. Alternatively, you can send an email to [complaints@freedomhealthinsurance.co.uk](mailto:complaints@freedomhealthinsurance.co.uk)

We will acknowledge your complaint in writing within five working days and let you know who will be investigating your complaint and what will happen next. We will then aim to provide you with a final response within four weeks of receipt of your complaint which will tell you whether we agree with your complaint and, if not, why not. If we do agree with your complaint, we will also tell you what steps we will take to put things right.

Sometimes, a complaint may require a more in-depth investigation and we will need a longer time to investigate the complaint. We aim to resolve these more in-depth complaints within no more than eight weeks. We will tell you if this is the case with your complaint.

### Taking your complaint further

If you remain dissatisfied with the outcome of your complaint, and you are an eligible complainant, you may have the right to refer your complaint to an Alternative Dispute Resolution (ADR) service. This will depend on the nature of your complaint and who the underwriter of your policy is. We will provide further information on how to refer your complaint to an ADR service when we send you our final decision letter.