

Complaints procedure for Customers

If you are not happy with our service

It is our intention to provide you at all times with a high level of customer service. However, if you have any reason to be unhappy with the arrangement or servicing of your insurance, please contact: -

Paul Dunsford, Amba Care and Wellbeing Limited at the address at the bottom of this document or by emailing paul.dunsford@amba-care.com

Alternatively, you may contact Premier Choice Healthcare Ltd direct, also at the address given below.

If you remain dissatisfied following our final response to your complaint you may refer your complaint to the Financial Ombudsman Service. Their contact address is as follows: -

Financial Ombudsman Service Exchange Tower
Harbour Exchange Square London E14 9SR
0300 1239123

www.financial-ombudsman.org.uk

Amba Care and Welleing Limited,
Unit 1 Pinkers Court,
Briarland Office Park,
Rudgeway,
Bristol, BS35 3QH
Telephone: 01454 800441
Email: paul.dunsford@amba-care.com

Compliance Dept.
Premier Choice Healthcare Ltd.
17 White Horse Road Richmond Road
Towcester
Northants NN12 6BU
Tel: 01327 353911
Email: compliance@pch.uk.com