

## **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 & Wellbeing Ltd at the address at the bottom of this agreement or by emailing [paul.dunsford@amba-care.com](mailto: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](http://www.financial-ombudsman.org.uk)

Amba Care & wellbeing Ltd,  
Unit 1 Pinkers Court,  
Briarland Office Park,  
Rudgeway,  
Bristol, BS35 3QH  
Telephone: 01454 800441  
Email: [paul.dunsford@amba-care.com](mailto: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](mailto:compliance@pch.uk.com)