

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, PES Health Limited at the address at the bottom of this agreement or by emailing paul.dunsford@wearepes.co.uk

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

PES Health Limited,
Unit 1 Pinkers Court,
Briarland Office Park,
Rudgeway,
Bristol, BS35 3QH
Telephone: 01454 800441
Email: paul.dunsford@wearepes.co.uk

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