

**IMPORTANT NOTICE**  
**TOWERGATE LET PROPERTY INSURANCE POLICY**

Wherever the terms AXA Insurance UK plc appears herein the same is deemed to read and mean a consortium of leading let property insurers comprising:-

Royal and Sun Alliance Insurance plc (Lead Insurer)  
Registered in England and Wales (No.93792) at: St Marks Court, Chart Way, Horsham, West Sussex RH12 1XL  
Tel: +44 (0) 140 323 2323 Website: [www.rsagroup.com](http://www.rsagroup.com)  
FSA Registration number 202323

Allianz Insurance plc  
Registered in England and Wales (No. 84638) at: 57 Ladymead, Guildford, Surrey GU1 1DB  
Tel: +44 (0) 148 356 8161 Website: [www.allianz.co.uk](http://www.allianz.co.uk)  
FSA Registration number 121849

Groupama Insurance Company  
Registered in England and Wales (No 995253) at: 6th floor, One America Square, 17 Crosswall, London EC3N 2LB  
Tel: +44 (0) 870 850 8510 Website: [www.groupama.co.uk](http://www.groupama.co.uk)  
FSA Registration number 202124

The complaints procedure and regulatory information contained on page 9 is deemed to be deleted and replaced with the following:-

**COMPLAINTS PROCEDURE & REGULATORY INFORMATION**

Towergate Underwriting Let Property is an Insurance Intermediary. Towergate Let Property offers this policy only in respect of this class of business. No comparison is made by Towergate Let Property to other insurance products that may be available from other companies.

**Step One - initiating your complaint:**

It is the intention to give you the best possible service but if you do have any questions or concerns about this Insurance or the handling of a claim you should in the first instance contact:

Managing Director, Towergate Home & Protect, 7 Dominus Way, Meridian Business Park, Leicester, LE19 1RP

Telephone: 0844 892 1520 Fax: 0844 892 1521

Email: [homeprotect@towergate.co.uk](mailto:homeprotect@towergate.co.uk) (marked 'complaint')

Please ensure your policy number is quoted in all correspondence to assist a quick and efficient response.

**Step Two - if you remain dissatisfied:**

If your complaint is one of the few that cannot be resolved by this stage write to RSA Customer Relations Team who will review the details of your case and arrange for an investigation on behalf of the Chief Executive: RSA Customer Relations The address is:

Customer Relations Office, RSA, Bowling Mill, Dean Clough Industrial Park, Halifax HX3 5WA

Telephone: 0800 107 6160 Fax: 01422 325146

Email: [crt.halifax@uk.rsagroup.com](mailto:crt.halifax@uk.rsagroup.com)

The Customer Relations Manager will conduct an investigation and full review of your complaint, which will be concluded by issuing a final response letter.

**Step Three - beyond RSA:**

If we have given you our final response and you are still dissatisfied you may refer your case to the Financial Ombudsman Service (FOS). The FOS is an independent body that arbitrates on complaints after we have provided you with written confirmation that our internal complaints procedure has been exhausted.

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

Telephone 0845 080 1800 Fax 020 7964 1001

Please note you have 6 months from the date of our final response in which to refer your complaint to the FOS. Referral to the FOS will not affect your right to take legal action against us.

**Important Note**

The Ombudsman can only consider your complaint if you have already given us the opportunity to resolve it.

**Compensation Scheme**

Royal & Sun Alliance Insurance plc, Allianz Insurance plc and Groupama Insurance Company Limited are all members of the Financial Services Compensation Scheme (FSCS). This provides compensation in case any member goes out of business or into liquidation and is unable to meet any valid claims against its policies. You may be entitled to compensation from the scheme depending on the circumstances of the claim. Further information about the compensation scheme can be obtained from the FSCS. Full details available at [www.fsc.org.uk](http://www.fsc.org.uk)