

Customer Complaints Policy

At Eden Insurance Broker Limited, we are committed to delivering the highest standard of service to all our customers. Our customers are central to everything we do, and we strive to ensure every interaction meets your expectations.

However, we recognise that there may be occasions when our service does not meet the required standard. If this happens, we want to hear from you. Your feedback is important to us and helps us continually improve our services.

If you are dissatisfied with any aspect of our service, you have the right to raise a complaint. Please read the information below for guidance on how to do so.

How to Make a Complaint

Eden Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority (FCA). If you wish to make a complaint, please contact us in the first instance so that we have the opportunity to resolve the issue promptly. You can reach us by:

- **Email:** stellajones@edenib.co.uk
- **Post:** Eden Insurance Brokers Limited
Venture House
St Leonards Road
Maidstone
ME16 0LS

Upon receiving your complaint, we will aim to resolve the matter within three working days. If this is not possible, we will acknowledge your complaint promptly and carry out a full investigation.

In line with Financial Conduct Authority guidelines, we have up to 8 weeks to issue a final response. However, we will always aim to resolve your complaint as quickly as possible.

Escalating Your Complaint

If you remain dissatisfied with our final response, or if your complaint has not been resolved within 8 weeks, you may have the right to refer your complaint to the Financial Ombudsman Service.

Please note that you must refer your complaint to the Financial Ombudsman Service within 6 months of receiving our final response.

Financial Ombudsman Service Contact Details

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

- **Telephone:** 0300 123 9123
- **Switchboard:** 020 7964 1000