

What to do if you have a complaint

If you feel that we have not offered you a first class service please tell us and we will do our best to resolve the problem immediately.

Please contact the Complaints Representative:

 **Unum Dental, Milton Court, Dorking, Surrey RH4 3LZ**

 **020 7265 7111**

 **dental@unum.co.uk**

If it is not possible to fully resolve your complaint straight away we will acknowledge your complaint within five working days of receipt. One of our complaints handlers will investigate your complaint and keep you regularly informed of our progress.

Investigating and resolving your complaint

In order to deal with your complaint as quickly as possible we may contact you and third parties for additional information. We will inform you of the results of our investigation as soon as possible.

The Financial Ombudsman Service

We hope to resolve your complaint to your satisfaction. However, if you remain dissatisfied or if our investigations have not been completed within eight weeks you may be eligible to refer your complaint to the Financial Ombudsman Service:

The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Telephone Number: 0800 023 4567

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk