



Complaints

At NBe Brokers we are dedicated to providing you with “nothing but excellence”. However, if you feel that we have failed to meet our own standards please let us know by using the information shown below.

You can make a complaint by:

- In writing directly to the Complaints Department – Building 1, Osprey House, Brymbo Road, Lymedale Business Park, Newcastle-Under-Lyme, Staffordshire, ST5 9HX
- Calling us directly on 0330 056 5734
- Emailing admin@nbebrokers.co.uk

You must include the following details:

- Your name, broker reference and/or policy number
- Circumstances of your complaint
- Details of how you would like the matter resolved

The Procedure

When a complaint is received:

We will carry out a thorough investigation of all complaints to provide a resolution in a timely manner and consider the relevant factors to ensure a fair outcome for the customer.

We will aim to resolve your complaint promptly and you will receive a summary resolution letter if we have a resolution within 3 business days following receipt of your complaint.

However, if we have not been able to resolve the matter within this time frame your complaint will be acknowledged within 5 business days of receipt and an investigation will be carried out.

If NBe Brokers receives a complaint regarding the matter that is the responsibility of the third party e.g., Insurer, Underwriter or Finance Provider, NBe Brokers are responsible for referring the complaint to the third party.

We will issue confirmation of this to you along with the third-party contact details within 3 business days of receipt. If the third party decides to reject the complaint we will make sure you have received confirmation of this.



If the complaint is jointly or partly regarding a matter with NBe Brokers, a referral will be made as stated above and those matters that are NBe Brokers responsibility will be handled following our procedure.

When the investigation is complete:

We will contact you to discuss the outcome of the investigation and our resolution. Any compensation we offer will be on a fair basis which will be explained to you. The resolution will be sent to you in writing with advice on referring the matter to the Financial Ombudsman Service if you remain unsatisfied.

If our investigation is still pending after 4 weeks of receipt, we will contact you to provide an update on the progress and you will receive a letter advising the reason for the delay and when we will next be in contact.

If we cannot resolve the investigation within 8 weeks of receipt:

We will contact you again to discuss the reasons for the delay and why we are not in a position to give you a final response and let you know when we expect to be able to provide it.

Financial Ombudsman Service

If you are not satisfied with our final response you can refer the matter to the Financial Ombudsman Service no more than 6 months since the Final Response Letter was issued to you. Alternatively, if 8 weeks have passed and you are not satisfied with the progress of your complaint, you can refer the complaint to the Financial Ombudsman Service.

Please visit www.financial-ombudsman.org.uk for more details.

You can contact the Financial Ombudsman Service by:

- Email: complaint.info@financial-ombudsman.org.uk
- Phone: 0800 023 4567
- Writing to: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR

If you need us to adapt our communication style, for example, providing documents in larger print or discussing matters entirely over the phone, please let us know.