

Complaints

It is our intention to provide you with the highest possible level of customer service at all times. However, we recognise that things can go wrong occasionally and, if this occurs, we are committed to resolving matters promptly and fairly.

Company contact details

amb Insurance Services. Hillcrest House, 2 Woodland Avenue, Wolstanton ST5 8AZ

Telephone: 01782 740 044

Email: info@ambinsurance.co.uk (shared mailbox)

amb Insurance is authorised and regulated by the Financial Conduct Authority. Our Firm Reference Number (FRN) is 303326. You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk or by telephoning the FCA on 0800 111 6768.

Commercial Customer Fees	
Premium Range	Fee Amount
£0-£10,000	10% (Minimum of £50)
£10,001 - £15,000	7.5%
£15,001 +	5%
Mid Term Adjustments	£30
Cancellation	£30

Consumer Customer Fees	
Premium Range	Fee Amount
£0-£1,000	£25
£1,001 +	5%
Mid Term Adjustments	£30
Cancellation	£30

Should you wish to complain, you may do so by:

- Writing to the Complaints Manager, Peter Lycett
- Telephoning 01782 740 044
- Emailing lycettp@ambinsurance.co.uk
- Visiting our office in person (see above for address)

Should you not be satisfied with our final response, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). More information is available on request or on their website: www.financialombudsman.org.uk.

Further details will be supplied at the time of responding to your complaint.

We are a firm that sells products online and are required to inform you of the availability of the Online Dispute Resolution (ODR) platform to assist you if we are unable to resolve your complaint. This facility will direct you to the appropriate Alternative Dispute Resolution (ADR) provider for the firm, which in this case is the Financial Ombudsman Service (FOS). You may therefore wish to contact them directly.

More details are available at: <https://webgate.ec.europa.eu/odr>