



international probate genealogists

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FINDERS (Insurance): Complaints Policy & How to Make a Claim

In the event of a complaint regarding the issue of an indemnity insurance policy by Finders (Insurance), the advice given or performance of our staff, please refer to the following:

1. Complaints can be made at any time after the policy is issued. There is no time limit.
2. Complaints can be taken orally OR in writing.
3. Oral complaints will be transcribed at the time of the call (or personal visit) in detail and copied to both the relevant case file and a Complaints File held at our offices.
4. If the oral complaint is fully resolved at the time of the call (or personal visit) this will not be recorded on the Complaints File.
5. Finders (Insurance) will use our best endeavours to resolve all complaints as quickly and amicably as possible.
6. All complaints will be acknowledged in writing within 5 working days of receipt and a full reply sent within 14 working days of receipt, with investigations into the complaint having been completed within 14 working days.
7. Any complications with complaints, or if you are not satisfied with our response, can be sent in writing to Daniel Curran (Director). A nominated person will handle correspondence in his absence. A written reply will be again be sent within 14 working days.
8. Complaints with the Missing Beneficiary Insurance Policy itself or the terms thereof may be better directed to Aviva (formerly Norwich Union) – please see their 'Key Facts' document which is attached to the Policy Documents at the time of issue.
9. At any time you are welcome to take your complaint directly to:

Financial Services Authority
Millburngate House
Durham
DH99 1SA

www.fsa.gov.uk

Should you wish to make a claim against an indemnity insurance policy issued by Finders (Insurance), please refer to the following:

1. Please forward all relevant details about the claim to Finders or ask the person making the claim to contact us.
2. We will, as far as reasonably possible, check and verify any claim made for authenticity within 28 days of receipt.
3. The claimant (or person advising of a potential claim) will be informed of our findings on point 2 above as soon as they are complete or, as far as is reasonably possible, within 30 days of receipt.
4. If the claim is found to be supported by evidence that appears to be correct, or our verification proves authenticity, we will then forward details to Aviva (formerly Norwich Union) for their consideration.
5. Please also refer to Aviva's (formerly Norwich Union) 'Key Facts' on 'How to Claim'. You may, if preferred, contact them directly at any time.

Finders Genealogists Limited trades as Finders (Insurance) for indemnity insurance business. All insurance payments are held in a separate bank account. We are members of the Financial Services Authority (Firm reference number 310772)