



Complaints

Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service. If our service does not meet your expectations, we want to hear about it so we can try to put things right.

All complaints we receive are taken seriously. Following the steps below will help us understand your concerns and give you a fair response.

What to do if you have a complaint

In the first instance, if your insurance was arranged by an insurance broker or intermediary, please contact them using the details specified in your policy schedule.

If you arranged your policy directly with Moonrock Insurance (Moonrock) or if your complaint is not resolved to your satisfaction by your insurance broker or intermediary, please contact Moonrock in the following ways:

Telephone: 0800 852 7757

E-mail: complaints@moonrockinsurance.com

Write to: The Complaints Officer, Moonrock Insurance, Warnford Court, 29 Throgmorton St, London EC2N 2AT

Details of any internal complaint-handling procedures are available on request.

When you make contact, please tell us the following information:

- Your name address and postcode, telephone number and email address (if you have one).
- Your policy and / or claim number, and the type of policy you hold.
- The name of your insurance agent / firm (if applicable).
- The reason for your complaint.

Any written correspondence should be headed 'COMPLAINT' and you may include copies of supporting material.



Moonrock Drone Insurance

If your complaint is not resolved to your satisfaction, then you may be able to refer it to the Financial Ombudsman Service (FOS) provided that it falls within their jurisdiction.

From 1st April 2019 the FOS will normally deal with complaints from small businesses with an annual turnover of less than £6.5 million and which either; have up to 50 employees, or a balance sheet threshold of £5 million. They can be contacted using the details shown below.

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

Telephone: [0800 023 4567](tel:08000234567) (calls to this number are free from “fixed lines” in the UK) or [0300 123 9123](tel:03001239123) (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK).

Email: complaint.info@financial-ombudsman.org.uk.

The FOS is an independent service in the UK for settling disputes between consumers and businesses providing financial services. You can find more information on the FOS at www.financial-ombudsman.org.uk

The FOS’s decision is binding upon us, but you are free to reject it without affecting your legal rights.

Accepting an award made by the FOS may affect your rights to subsequently take legal action.