

# Complaints Procedures

We are dedicated to providing a high-quality service and want to maintain this at all times. If you are not satisfied with our service, please contact us immediately, quoting your policy details, so we can deal with your complaint as soon as possible.

The Customer Service Manager  
Chubb Travel Insurance  
Sedgwick  
Merrion Hall  
Sandymount  
Dublin 04

**By phone:** (from 09:00 to 17.00 on weekdays) **1800 200 035** or if calling from outside Ireland **353 (0)1 440 1765**

**By email:** [Irelandenquires@Chubb.com](mailto:Irelandenquires@Chubb.com)

*We do not recommend you send financial or personal sensitive details via email as it may not be secure whilst in the public domain.*

Should you remain dissatisfied you can ask the Financial Services and Pensions Ombudsman to review your case.

Financial Services and Pensions Ombudsman  
Lincoln House  
Lincoln Place  
Dublin 2  
D02 VH29  
Tel: (01) 567 7000  
Email: [info@fspo.ie](mailto:info@fspo.ie)  
Website: [www.fspo.ie](http://www.fspo.ie)

## European Online Dispute Resolution Platform

If you arranged your policy with us online and have been unable to contact us you may wish to register your complaint through the European Online Dispute Resolution platform.

Your complaint will then be re-directed to the Financial Services and Pensions Ombudsman and to us to resolve. There may be a short delay before we receive it.