



Notification of a Complaint / Claim

Please complete with as much information as possible and return to us:

Name of Insured	<input type="text"/>
Address	<input type="text"/>
Contact Number	<input type="text"/>
Email Address	<input type="text"/>
Policy Number	<input type="text"/>
Policy Start Date	<input type="text"/>

Name of Complainant	<input type="text"/>
Date you were first made aware of complaint	<input type="text"/>
How were you notified: Telephone, Letter, email etc	<input type="text"/>
Nature of Complaint	<input type="text"/>
Alleged Financial Loss (if known)	£ <input type="text"/>
Do you hold a complete case file you can send to us	<input type="text"/>

It is important to notify Insurers as soon as you become aware of any circumstances that could give rise to a complaint or claim so that the process of collating the information can begin and we can assist you through the process.

- In the meantime please simply acknowledge receipt of the complaint (it is important that no mention of PI insurers is made in your response)
- Please do not admit any liability
- Please do not offer any settlement
- Please do not send your final response letter to the complainant until Underwriters have signed off the content

Please email the completed notification form to lifestyle@towergate.co.uk or fax to 0114 250 0033 and we will contact you with details of further requirements.