



Eurotunnel Insurance Complaints Procedure

Should you have a complaint regarding the sale or purchase of your Eurotunnel Insurance Policy, you can contact us using any of the following methods:

- in writing :**
- i) by letter :** Eurotunnel Passenger Customer Relations (Insurance), UK Terminal, Ashford Road, Folkestone, Kent CT18 8XX
 - ii) via email :** customer.relations@eurotunnel.com (Subject - Insurance)
 - iii) by fax :** 01303 272690 (Subject – Insurance)
 - iv) using the contact form on our website :** Eurotunnel web contact form

by phone: **08443 35 35 35**
Contact Centre opening hours (UK time)
08:00 - 19:00 Monday to Friday
08:00 - 17:30 Saturday and Bank Holidays
09:00 - 17:30 Sunday

Should your complaint concern a claim under your Eurotunnel Insurance Policy, please see the complaints procedures in the policy terms and conditions relating to the relevant insurer. For Motor Breakdown Cover this will be The Automobile Association and for Personal Travel Insurance this will be Mondial Assistance UK.

In the unlikely event that a complaint remains unresolved after 8 weeks from the date it was made, you may refer it to the Financial Ombudsman Service (FOS). The FOS provides a mechanism for resolving disputes which is a simple, informal and accessible alternative to the courts. Their contact details are:

South Quay Plaza,
183 Marsh Wall,
London, E14 9SR.

Phone **0800 0 234 567**

You have six months from the date of our final response to refer the matter to the FOS. Referral to the FOS will not affect your legal rights.

If you decide to purchase this cover, please make sure you read your **policy terms and conditions** (pdf) carefully or go to www.eurotunnel.com/insurance for more information.

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