



Complaint form

Please use this form to tell us about your complaint.

If you're not sure about anything – or have difficulties filling in this form – just phone us on **0333 3207 787**.

Nationwide Marine Insurance aim to provide the highest standard of service to every customer. If our service does not meet your expectations, please complete this form and forward to us so we can try to put things right.



You can download this form off our website (www.nationwidemarine.com) to complete by hand. Or you can fill it in on screen – then print it off and post it back to us.

First, please give us your details

Surname

First name(s)

Date of birth

Business name (if business policy)

Address for writing to you (include postcode)

Daytime phone

Home phone

	mobile
	e-mail

Your policy details

Policy No.

Claim No. (if known)

Policy type (eg. Marine)

Policy start date

	Insurer

Please tell us what your complaint is about

Finally, please read and sign this declaration

signature

date

- You need to sign, even if someone else is complaining on your behalf. This shows you have given them your permission to complain for you.
- If you're signing on behalf of a business, please give your job title.

post to ...

Nationwide Marine Insurance
Athena House
612 - 616 Wimborne Road
Bournemouth
Dorset BH9 2EN

please tick ✓ to show you have ...

- enclosed copies of other relevant information.
- included everything you want to tell us about your complaint.

0333 3207 787

*calls are recorded for training
and monitoring purposes*

fax 01202 636707

**info@big-insurance.co.uk
www.nationwidemarine.com**

Should you remain dissatisfied following our final written response, you may be eligible to refer your case to the Financial Ombudsman Service (FOS).
The FOS is an independent body that arbitrates on complaints about general insurance products.
You have six months from the date of our final response to refer your complaint to the FOS. This does not affect your right to take legal action.

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Phone : 0300 123 9123 or
0800 023 4567
Fax : 020 7964 1001
Email : complaint.info@financial-ombudsman.org.uk