

# Our complaints procedure



## Listening to you

We work hard to get things right for our customers. However, sometimes things don't always go to plan. We take complaints very seriously and use our customers' feedback to continually improve our products and services.

We're sorry you need to complain. We'll do our best to understand what's happened and put things right.

## Ways to get in touch

Call us:  
**+44 (0) 1273 323 563\***

Write to us:  
**Customer Relations, Bupa Global,  
Victory House, Trafalgar Place, Brighton,  
BN1 4FY, United Kingdom**

Email us:  
**customerrelations@bupa-intl.com**

Please be aware that information you send to this email address may not be secure unless you send us your email through Egress.

For more information and to sign up for a free Egress account, go to **switch.egress.com**. You will not be charged for sending secure emails to a Bupa email address using the Egress service.

If you require correspondence and marketing literature in an alternative format, we offer a choice of Braille, large print or audio. Please get in touch to let us know which you would prefer.

## What happens with my complaint?

We'll investigate your complaint and do our best to resolve it quickly. If we can't resolve it straight away, we'll email or write to you promptly to explain the next steps.

We'll keep you updated on our progress and once we have fully investigated your complaint we'll email or write to you to explain our decision.

If we haven't resolved it within eight weeks we'll write to you and explain the reasons for the delay.

If we haven't resolved your complaint within eight weeks, or if you're unhappy with our decision, you may be able to refer your complaint to the Financial Ombudsman Service for an independent review. The service they provide is free and impartial. You can visit their website, **financial-ombudsman.org.uk**, or:

- call them on **0800 023 4567**
- submit a complaint online at **financial-ombudsman.org.uk/make-complaint**
- email them at **complaint.info@financial-ombudsman.org.uk**
- write to them at the **Financial Ombudsman Service, Exchange Tower, London E14 9SR**

If you refer your complaint to the Financial Ombudsman Service, they'll ask for your permission to access information about you and your complaint. We'll only give them what's necessary to investigate your complaint and this may include medical information. If you're concerned about this please contact us.

\*We may record or monitor our calls.

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