Complaint procedures

EFFECTIVE 1 OCTOBER 2020

We endeavor to meet our customers’ expectations at all times. We understand that from time to time complaints may arise. Our aim is to resolve any complaints that we receive both fairly and promptly.

IF YOU WISH TO MAKE A COMPLAINT

Write to: The Complaints Resolution Team, Aetna Insurance Company Limited 2nd Floor, 25 Templer Avenue IQ Farnborough, Farnborough Hampshire GU14 6FE United Kingdom

Telephone (Toll Free from UK): 0800 085 2596*
Telephone (Collect): +44 203 788 3288
Email: aetnainternationalcomplaints&appeals@aetna.com

*International toll-free number requires an access code, which can be found by country at the website www.att.com/business_traveler.

Summary of our complaint handling procedures

Complaints and Appeals will:
• Be acknowledged promptly
• Be investigated competently, efficiently and impartially ensuring that we provide updates on progress
• Be assessed fairly, consistently and promptly
• Be responded to within eight weeks; you will receive either a letter explaining the status of your complaint or a final

Financial Services and Pensions Ombudsman:
Financial Services and Pensions Ombudsman (FSPO)
Lincoln House, Lincoln Place, Dublin 2, D01 VH20

Telephone: +353 1 5677 000
E-mail: info@fspo.ie
Website: www.fspo.ie

Where a complaint relates to the services provided by another firm we shall advise the complainant of this and forward the complaint to the other firm for resolution. Where we and another firm are jointly responsible for the complaint, we shall ensure that the complainant is informed of this and each company will contact them directly in relation to the complaint for which it is responsible.