

Singapore - Lloyd's Complaints Notice for Policyholders

It is recommended that the following wording is included in policy wordings issued by Lloyd's managing agents and service companies to policyholders located in Singapore to provide details of how those policyholders may deal with complaints.

Any enquiry or complaint relating to this insurance should be referred to* in the first instance. If this does not resolve the matter or you are not satisfied with the way a complaint has been dealt with, you should contact:

Enquiries
Lloyd's of London (Asia) Pte Ltd
138 Market Street #05-01 CapitaGreen Singapore 048946
Telephone +65 6499 9334
Email: LloydsAsiaCompliance@lloyds.com

If your dispute remains unresolved you may refer your complaint to external dispute resolution services in Singapore or to the UK Financial Ombudsman Service. Details are available from Lloyd's Asia at the address above.

** Note: This should be the Lloyd's Asia Service Company or Lloyd's Managing Agent underwriting the policy. Where the policy is written via a Lloyd's coverholder based in Singapore, this should be the leading Lloyd's Asia Service Company delegating underwriting authority to the Coverholder.*

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