

## Complaints Handling at Lloyd's: UK

<p>Definition of a Complaint</p>	<p>Any oral or written expression of dissatisfaction, whether justified or not, from, or on behalf of, a person about the provision of, or failure to provide, a financial service or a redress determination, which:</p> <p>(a) alleges that the complainant has suffered (or may suffer) financial loss, material distress or material inconvenience; and</p> <p>(b) relates to an activity of that respondent, or of any other respondent with whom that respondent has some connection in marketing or providing financial services or products, which comes under the jurisdiction of the Financial Ombudsman Service.</p>
<p>Definition of an Eligible Complainant</p>	<ul style="list-style-type: none"> <li>• A consumer</li> <li>• A micro-enterprise which employs fewer than 10 persons and has a turnover or annual balance sheet that does not exceed €2 million</li> <li>• A charity which has an annual income of less than £6.5 million at the time the complaint is made</li> <li>• A trustee of a trust which has a net asset value of less than £5 million at the time the complaint is made</li> <li>• A person acting for purposes which are outside that person's trade, business or profession</li> <li>• A small business which is not a micro-enterprise and has and has an annual turnover of less than £6.5 million and employs fewer than 50 persons; or has a balance sheet total of less than £5 million</li> <li>• A guarantor</li> </ul>
<p>Timescale</p>	<ul style="list-style-type: none"> <li>• Resolve the complaint informally within 3 business days of receipt of the complaint. The complainant must accept the proposed resolution.</li> <li>• If resolved informally issue a Summary Resolution Communication (SRC) within 5 business days of receipt of the complaint.</li> <li>• If it is unable to be resolved informally acknowledge within 5 business days of receipt of the complaint.</li> <li>• Stage 1 response issued within 14 calendar days of receipt of the complaint.</li> <li>• If a Stage 1 is unable to be issued within 14 calendar days then an Investigation ongoing letter should be issued within 14 calendar days of receipt of the complaint updating the</li> </ul>

	<p>complainant. The Stage 1 response must be issued within 28 calendar days of receipt.</p> <ul style="list-style-type: none"> <li>• If the complainant remains dissatisfied after the 14 calendar days have passed or no response is issued within 28 calendar days Lloyd's will carry out a Stage 2 review and issue a Final Response within the regulatory 8 weeks.</li> </ul>
EDR	<p>Financial Ombudsman Service (FOS).  The Financial Ombudsman Service  Exchange Tower  London E14 9SR  Website: <a href="http://www.financial-ombudsman.org.uk">www.financial-ombudsman.org.uk</a>.  Phone: 08000234567 or 03001239123</p> <p>Online sales:  European Online Dispute Resolution (EU ODR)  Website: <a href="http://ec.europa.eu/odr">http://ec.europa.eu/odr</a></p>
Notification Requirements	<p>Notify Lloyd's within 7 calendar days of receipt of the complaint or 7 calendar days of issuing the SRC. Use the Notification Template and send to <a href="mailto:complaints-notification@lloyds.com">complaints-notification@lloyds.com</a></p> <p>Lloyd's will then report all Lloyd's eligible complainants to the FCA on behalf of the market.</p>
Lloyd's Complaint Notice	<p>A model complaints notice for the UK is currently located on <a href="http://www.lloyds.com/complaintshandling/UK">www.lloyds.com/complaintshandling/UK</a></p>