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| **AUTO ESCALATION** | | | |
| **Complainant Name:** | |  | |
| **COM Reference:** | |  | |
| **Date of complaint:** | |  | |
| **Summary of investigation to date:** | | | |
| **Based on your investigation, is this complaint justified or not?**  **(please delete as applicable)** | | | |
| Justified | | | Not Justified |
| **Reason for decision and policy terms relied upon:** | | | |
| **Please provide details of your investigation below**  **(if this is on a different document, please provide a copy)** | | | |
| **Date** | **Event** | | |
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| **If you’ve started a timeline of the complaint, please detail this below**  **(if this is on a different document, please provide a copy)** | |
| **Date** | **Event** |
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| **Special Notice**  Should the file contain any legal advice on which you have legal privilege, you understand that you transfer this to us at your own risk. Please confirm on the covering email containing the file, or via API message ‘Communication’ that:  **a**. The documents are confidential, privileged and the benefit of the privilege belongs to ***\*insert managing agent name\****.  **b**. The provision of the documents is only for the purposes of complying with the Lloyd’s  complaints handling process and does not amount to any waiver of privilege.  If in scope for DEX, please add a business risk of “legal privilege” and send this to us via the API message ‘Fields Update’. |
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