**Review Extension Request (Stage 1) – email to** **IDRAustralia@lloyds.com**

Dear IDR Team,

We unable to complete the Stage 1 review of this complaint within 10 business days and request an extension, per below.

|  |  |
| --- | --- |
| **Customer Name** |  |
| **Product/Policy Type** |  |
| **Policy Number** |  |
| **Claim Number** |  |
| **Coverholder/DCA** |  |
| **Managing Agent** |  |
| **Date Complaint Received** |  |
| **Date Stage 1 Due (10BD)** |  |
| **Issue(s) in Dispute** |  |
| **Reason(s) for Delay/Extension** |  |
| **Will the extension likely result in resolution? If not, please consider need for an extension** |  |
| **Requested Due Date** |  |

I understand that approval is conditional upon the requisite updates being sent to the customer using the following templates, as appropriate:

* *10-Business Day Update; or*
* *30-Calendar Day Notification; or*
* *Request for Further Information.*

I further understand that Lloyd’s final decision must be provided to the customer no later than 30 calendar days from the date the complaint was first made.

Accordingly, any decision that does not resolve the complaint, must be escalated to Lloyd’s immediately, followed by the complete file within two business days, using the following:

 *Stage 2 Escalation Template*

Yours sincerely,

*[Name and Contact Details of Person Reviewing Complaint or Making the Request]*