



Our commitment to you

At Carsa Limited each customer is important to us and we believe you have the right to a fair, swift and courteous service at all times.

Please address any comments or complaints to customercare@carsa.co.uk or post to:

Customer Care, Carsa Limited, C/O 12-14 Carlton Place, Southampton, SO15 2EA

A member of our Customer Service team will follow the guidelines below. We will deal with all complaints promptly and professionally.

Carsa Limited Complaints Procedure

1) We will acknowledge your complaint within 2 working days of receipt.

2) We will investigate your complaint and endeavour to send a final response to you within 1 working week. If we are unable to do so we will send you a status update.

3) We will endeavour to send a final response to you within 2 working weeks of receiving the complaint. If we are unable to do so we will write to you explaining why and provide a revised estimate for the final response.

4) If more than 2 working weeks from the date of your complaint have passed and you haven't received a final response, or you are dissatisfied with the final response you have received, you can write to:

Customer Care, Carsa Limited, C/O 12-14 Carlton Place, Southampton, SO15 2EA

If your complaint relates to a regulated finance or insurance product, and if more than 8 working weeks from the date of your complaint have passed, and you have not received a final response, or if you are dissatisfied with the final response you have received, you can write to:

Financial Ombudsman Service (FOS), Exchange Tower, London, E14 9SR

InsureThat: It is our intention to provide a high level of service at all times. However, if you have reason to make a complaint about our service (in relation to Insurance Products) you should contact Nukula Limited T/A InsureThat at Sterling House, Sitka Drive, Shrewsbury Business Park, Shrewsbury, SY2 6LG. If we are unable to resolve your complaint satisfactorily, you may be entitled to refer the matter to the Financial Ombudsman Service (FOS). Further information is available by calling the FOS on 0845 080 1800 or at <http://www.financialombudsman.org.uk>