

Additional Information About Your Insurer

Insurer Details

Black Box Insurance is underwritten by Highway Insurance (part of the Liverpool Victoria General Insurance Group).

How to make a complaint to your insurer

Should you wish to make a complaint about Highway Insurance please contact them:

By telephone on 0800 028 9822 on Monday to Friday from 9am -5pm. (For Text Phone please dial 18001 first)

In writing to: The Customer Care Department, LV= Brentwood, PO Box 9104, Frizzell House, County Gates, Bournemouth, BH1 9DB

By email to: complaints@LVbroker.co.uk

When contacting the insurer please ensure you quote your policy or claim number

If they cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service within six months of receiving their final response letter.

By telephone on 0800 023 4567 or 0300 123 9 123 (from mobile or non-BT lines)

In writing to: Financial Ombudsman Service, Exchange Tower, London, E14 9SR.

By email to: complaint.info@financial-ombudsman.org.uk

Online at: www.financial-ombudsman.org.uk

Making a complaint will not affect your right to take legal action.

Financial Services Compensation Scheme (FSCS)

What happens if the insurer is unable to meet its liabilities?

If the insurer is unable to meet its liabilities to its policyholders, you may be able to claim compensation from the Financial Services Compensation Scheme (FSCS). Further information is available from the Financial Services Compensation Scheme.

By telephone on 0800 678 1100 or 0207 741 4100

In writing to: FSCS, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU.

By email to: enquiries@fscs.org.uk.

Online at: www.fscs.org.uk