



We will endeavour to provide you with a high level of service. If however things do go wrong and you have any concerns regarding an insurance issue, please let us know as soon as possible so we may address those issues. You may contact us as follows:

- By email to: office@cifa-uk.com
- By writing to us at:
Connoisseur International Fine Art Ltd
Unit 4, Heathrow Int'l Trading Estate,
Green Lane, Hounslow, Middlesex,
TW4 6HB, England
- By telephone on: +44 (0) 20 8572 2955
- By fax on: +44 (0) 20 8577 3893
- In person at the above address.

In order for us to help you quickly we will require:

- 1) The shipment reference number
- 2) Details of your grievance
- 3) Tell us how we can best resolve the problem to your satisfaction.

We will then:

Acknowledge receipt of the grievance within 2 working days and make every effort to resolve it within 5 working days.

If not resolved within 5 days, at 4 weeks (or before) we will give written confirmation to:

- a) Accept your grievance and offer appropriate recompense
- b) State the reasons why we have been unable to provide a satisfactory solution and inform when you may expect a further response
- c) Reject your grievance and give a reason.

At 8 weeks following receipt of the complaint if no satisfactory resolution has been found we agree to provide you with our final decision.

If your grievance has still not been handled to your satisfaction you may be in a position to make a complaint within the scope of the jurisdiction of the Financial Ombudsman Service. The contact details are as follows:

The Financial Ombudsman Service
South Quay Plaza
Marsh Wall
London
E14 9SR

Web:

www.financial-ombudsman.org.uk

Email:

complaint.info@financial-ombudsman.org.uk

Telephone: +44 (0) 845 080 1800

Fax: +44 (0) 300 123 9123

The complaints procedure is for insurance related services provided by Connoisseur International Fine Art Limited. In the event of a claim for transit damage on our Marine Transit Insurance Policy, it may take longer than 8 weeks to process to a conclusion depending on the nature of the claim.

Connoisseur International Fine Art Limited

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