



Complaints Procedure

Markel Insurance S.E

Markel is committed to providing a high quality and professional service and to maintain fair outcomes for our Customers. If you are dissatisfied or have any complaints about your policy or the handling of a claim you should, in the first instance, contact the Legal and Compliance Team on the following details:

By telephone: +44 (0)20 7953 6020

By email: complaints@markel.com

By writing to: Legal and Compliance
Markel Insurance SE (UK Branch)
20 Fenchurch Street
London
EC3M 3AZ

The aim of this procedure is to settle the complaint fairly and as quickly as possible. We will use our best endeavours to comply with the timeframes set out by your local insurance regulator.

- A complaint received by Markel Insurance SE (whether by letter, facsimile, e-mail, telephone conversation or other oral representation) will be allocated to an appropriate person to carry out an independent review of the justification of the complaint.
- Complaints will be acknowledged promptly in writing. That acknowledgement will include the name of the person who will be reviewing the complaint and when you should expect to receive our final response.
- We will try to resolve a complaint within the timeframe set out by your local insurance regulator and give a written final response, or send an interim response explaining why we are not yet in a position to resolve matters.
- If you do not receive a final response or, after receiving our acknowledgement of the complaint and our final response, you are not satisfied with the outcome, you may be entitled to refer your complaint to your local External Dispute Resolution (EDR) service for review. We will provide you with the contact details of the EDR who, if eligible, you may be able to refer your complaint to.

If you were sold this product online or by other electronic means and within the European Union (EU) you may refer your complaint to the EU Online Dispute Resolution (ODR) platform. Upon receipt of your complaint the ODR will escalate your complaint to your local resolution service. This process is free and conducted entirely online. You can access the ODR platform on <http://ec.europa.eu/odr>.

Markel Insurance SE

20 Fenchurch Street, London EC3M 3AZ Tel: +44 (0)20 7953 6000 Fax: +44 (0)20 7953 6001
markel.com

Markel Insurance SE, Munich, Germany. The UK branch of Markel Insurance SE is a duly established branch with its business address at 20 Fenchurch Street, London EC3M 3AZ, United Kingdom. Markel Insurance SE is registered in Germany with the commercial register of the local court of Munich under company number HRB 233618 with its registered office at Sophienstrasse 26, 80333 Munich, Germany. Markel Insurance SE is authorised and regulated by the German Federal Financial Supervisory Authority (Bundesanstalt für Finanzdienstleistungsaufsicht). The UK branch of Markel Insurance SE is also supervised by the Financial Conduct Authority and the Prudential Regulation Authority.

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