



Customer Services

T: +353 1 800 320 320

Office hours: Monday to Friday, 8.30am to 5.30pm,
excluding bank holidays

E: cust.servir@chubb.com

W: chubb.com/ie

Chubb

5 George's Dock

International Financial Services Centre

Dublin 1

Ireland



CHUBB®

Our complaints process

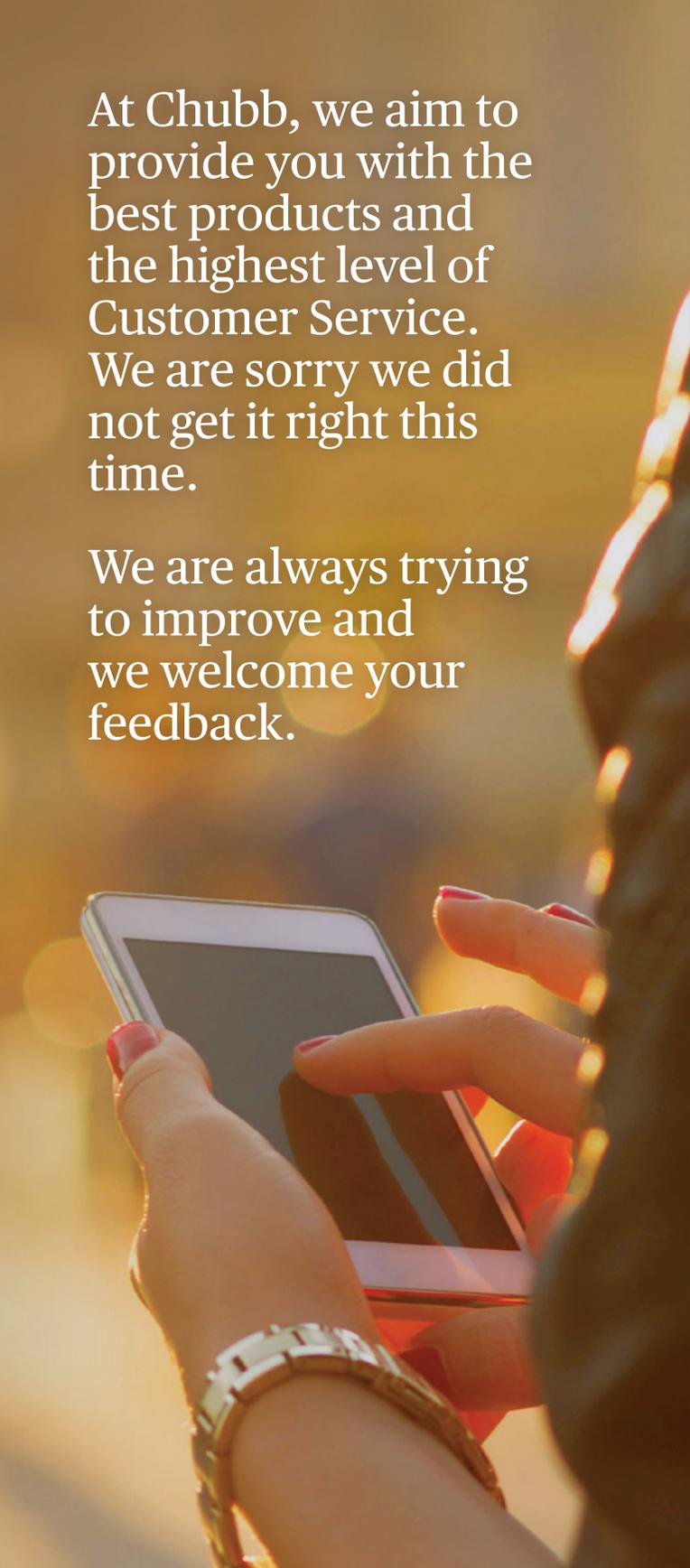
This leaflet explains
how we will deal with
your Complaint.

Chubb. Insured.SM

Chubb European Group SE trading as Chubb, Chubb Bermuda International and Combined Insurance, is authorised by the Autorité de contrôle prudentiel et de résolution (ACPR) in France and is regulated by the Central Bank of Ireland for consumer protection rules.

Registered in Ireland No. 904967 at 5 George's Dock, Dublin 1.

Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre and the following registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Chubb European Group SE has fully paid share capital of €896,176,662.



At Chubb, we aim to provide you with the best products and the highest level of Customer Service. We are sorry we did not get it right this time.

We are always trying to improve and we welcome your feedback.

Chubb is dedicated to providing a high quality service, however there may be occasions when our service may fall short of your expectations.

Our internal Complaint Procedures have been designed to meet the requirements as set out in the Central Bank of Ireland's Consumer Protection Code 2025 Complaint Handling principles. This guide outlines how your Complaint will be dealt with.

Your complaint will be logged and recorded in our complaints management system for investigation. If we require additional information, a Chubb representative will contact you by phone, email or letter. If your complaint is resolved to your satisfaction within 5 working days, the formal complaints process described below will not apply.

1 Acknowledgement of your Complaint

The enclosed letter formally acknowledges the fact that you have made a Complaint. The Acknowledgement Letter confirms:

- How we will handle your Complaint
- Who will handle your Complaint
- What further steps, if any, you need to take

2 What we will do next

Your Complaint will be investigated by one of our Complaint Handlers. We will aim to send you a detailed Final Response Letter within 20 working days of receiving your Complaint. If we cannot respond in this time, we will write to you to explain the reasons why this is and when you should expect to receive our Final Response Letter.

If, after 40 working days we are still not in a position to provide you with a Final Response Letter, we will inform you of this and explain the reasons why.

If you are not satisfied with our explanation as to the reasons why we are still unable to provide you with a Final Response Letter, you may be able to refer your Complaint to the Financial Services & Pensions Ombudsman.

After we have completed our investigation into your Complaint, we will issue a Final Response Letter that will clearly set out your original Complaint and our findings.

The Final Response Letter will either:

- Uphold your Complaint and confirm what action we intend to take in order to satisfy your Complaint
- Reject your Complaint, giving full reasons for doing so

During the Complaints Process, if you have any concerns you can contact us on the details noted on the enclosed letter.

3 If you remain unhappy with our Decision

At Chubb, we are committed to ensuring that all Complaints are resolved fairly. Should you remain dissatisfied following completion of our review, you may be able to refer your Complaint to the Financial Services & Pensions Ombudsman, who will act as an arbitrator between Chubb and you.

Their contact details are:

Financial Services & Pensions Ombudsman
Lincoln House Lincoln Place
Dublin 2
D02 VH29

Lo Call: 1890 88 20 90
T: +353 1 567 7000
E: info@fspo.ie
W: www.fspo.ie

Please note: The Ombudsman requires you to follow our internal Complaints Procedure before you refer your Complaint to them.