

External Complaints Procedure

CLS are committed to providing a high-quality service to all our customers. However, sometimes things can go wrong, and we may fail to meet the customer expectations. Our internal Complaints procedures allow us to deal with Complaints fairly, effectively and promptly. If you think we have let you down, you may let us know about it either orally or in writing. You should contact us by phone, email, or writing, our complaints details are as follows:

For CLS Property Insight please send the details to 26 Kings Hill Avenue, West Malling, Kent ME19 4AE. Tel 01732 753910. Email: complaints@clspropertyinsight.co.uk.

For CLS Group Services Limited please send the details to 26 Kings Hill Avenue, West Malling, Kent ME19 4AE. Tel 01732 753910. Email: complaints@clsgroupservices.co.uk.

For CLS Data Limited please send the details to 26 Kings Hill Avenue, West Malling, Kent ME19 4AE. Tel 01732 753910. Email: complaints@clsdata.io.

For FCA Regulated Products, e.g. insurance policies

We will attempt to resolve your complaint as soon as possible. If we are unable to resolve your complaint by the end of the third business day following receipt you can expect the following from us;

- a) we will send you an acknowledgment of your complaint within 5 business days. We may ask you to provide more details if the precise nature of your complaint is unclear or we need more information to consider your complaint. We will also let you know the name of the person who will be dealing with your complaint.
- b) we will aim to respond to your complaint as soon as possible and no later than within 8 weeks of receipt, by sending you a final response letter.
- c) if we are still unable to provide you with a final response within 8 weeks of receipt of your complaint, at this stage we will write to you explaining why and advise when you can expect a final response, as well as providing your referral rights to the FOS (if applicable).

In some cases, the insurer may deal with your complaint or may deal with it if we cannot resolve it within 3 days. In this case CLS will pass your complaint to the appropriate insurer and write to you with a final response letter confirming who your complaint has been sent to. The insurer will then contact you and deal with it in accordance with their complaint procedures.

If a matter relating to a legal indemnity policy is not resolved to Your satisfaction, please write to the insurer on the policy, this will be either:

The Manager, Aviva Insurance Limited, by post to 80 Fenchurch Street, London EC3M 4AE or by email to liunderwriting@aviva.com, or telephone them on 0800 158 2236 (for Chancel Insurance); or

Complaints Manager, ERGO UK Specialty Limited Munich RE Group Offices by post to 10 Fenchurch Avenue London, EC3M 5BN, or by email to complaints@ergo-commercial.co.uk, or telephone them on 020 3003 7130 (for Legal Indemnity and Estate Administration Insurance).

The Financial Ombudsman Service (FOS)

If more than 8 weeks from the date of your complaint has passed and you have not received a final response, or you are dissatisfied with the final response you have received, you may be able to refer your complaint to FOS.

If you do ask the FOS to investigate your complaint the FOS will consider your complaint totally impartially and we are bound by their decision.

If after we have investigated your complaint and you still remain dissatisfied and wish to refer your complaint to the FOS, we will need to provide information to them about your insurance which may contain personal data. Unless you advise us to the contrary, we will share any information we have relating to your policy and any claim made against it with the FOS to enable them to investigate your complaint.

Contact details for the FOS are as follows:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

complaint.info@financial-ombudsman.org.uk

0800 023 4567 (landline)

0300 123 9123 (mobile)

Further information is available on the Financial Ombudsman Service website: <https://www.financial-ombudsman.org.uk/>

For Non-FCA Regulated Products/Services e.g. Searches or Data)

We will attempt to resolve your complaint as soon as possible. If we are unable to resolve your complaint by the end of the third business day following receipt you can expect the following from us;

- a) we will send you a letter acknowledging your complaint within 3 business days. We may ask you to provide more details if the precise nature of your complaint is unclear or we need more information to consider your complaint. We will also let you know the name of the person who will be dealing with your complaint.
- b) we will aim to respond to your complaint as soon as possible and no later than within 8 weeks of receipt, by sending you a final response letter.
- c) if we are still unable to provide you with a final response within 8 weeks of receipt of your complaint, at this stage we will write to you explaining why and advise when you can expect a final response.

For Personal Data Protection Complaints

If You are not happy with any aspect of how we handle your personal data, we encourage you to come to us in the first instance and your complaint will be handled in line with the complaints

procedure detailed above in the “For Non-regulated (i.e. Search or Data) Products/Services” section. However, you are entitled to complain to the Information Commissioner's Office (ICO) in writing to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone on 0303 123 1113 (local rate) 01625 545 745 (National Rate). For more information please visit their website: <https://ico.org.uk/concerns>.