



Customer Care

Alico[®]

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Alico (UK Branch) strive to provide the highest levels of customer service. However, if something should go wrong and a problem arises that you would like to discuss with someone, this leaflet outlines the procedure that you should follow.

Step one

A member of our Customer Services Department can deal with many problems and misunderstandings immediately and will be more than happy to deal with your enquiry.

Step two

If for any reason you are not satisfied with the answer given by the Customer Services Department then you should contact the Compliance Department at the company's head office:

Compliance Department

Alico

22 Addiscombe Road

Croydon

Surrey CR9 5AZ

Tel: 020 8680 6000

The Compliance Department will ensure that your complaint is thoroughly investigated. The length of time the investigation may take will vary depending on the amount of work involved in dealing with your complaint. Alico (UK Branch) aims to provide a final response to your complaint within four weeks. If we are not able to do this however, we will write to you explaining the current status of the investigation and the anticipated resolution date.

Should an extensive investigation be necessary and eight weeks have elapsed since Alico (UK Branch) received your complaint. A further progress report will be sent which will confirm when a final response will be issued.

Step three

If you are not satisfied with either the response from the Compliance Department or the progress made after eight weeks then you should write within six months of receiving an update or decision from Alico (UK Branch) to the Financial Ombudsman Service which is appointed by the government to be an 'arbiter' of any serious complaints. This service is free to consumers.

If the Financial Ombudsman Service agrees with you then Alico (UK Branch) will abide by its ruling.

If however the Financial Ombudsman Service agrees with Alico (UK Branch) then you have the right to proceed through the legal system if you are still not satisfied.

The Financial Services Ombudsman can be contacted at:

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

Consumer helpline

Open 8am to 6pm, Monday to Friday

- **0845 080 1800**

Calls cost up to 4p a minute for BT customers - and maybe free on some BT plans. But you will probably have to pay more if you use another phone company or call from a mobile phone.

- **0300 123 9 123** or **020 7964 0500**

These numbers may be cheaper if you use a mobile phone or a phone company other than BT - and will be "free" if you pay a monthly charge for calls to numbers starting 01 or 02.

Email: complaint.info@financial-ombudsman.org.uk

Web: www.financial-ombudsman.org.uk



www.alico.co.uk

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