

A black and white portrait of a man with dark hair and a beard, wearing red-rimmed glasses and a light-colored collared shirt. He is looking directly at the camera with a neutral expression.

Making a complaint

Atradius UK Credit Insurance



Right first time

At Atradius we strive for 100% customer satisfaction

In every aspect of your relationship with us we want to achieve maximum quality in our service. Our objectives are to build a mutually positive partnership in the area of credit management and long term added value in the service we provide to you.

Our commitment to quality guaranteed in your relationship with us

Service excellence

We take great pride in our high service standards and our team strives to give the utmost attention to detail at all times.

But, we also live in the real world and know that even if it's only very rarely, things can go wrong and when that happens we want to be able to put it right as quickly as we can.

It's important therefore for us to be informed about any issues so that we can take steps to improve our processes and service.

If you have a complaint

We value your feedback as it helps us improve our service and if you have a complaint, we want to resolve the issue for you as quickly as possible. As you would expect, Atradius has appropriate and effective procedures in place for handling any complaints that we might receive.

We commit to investigating the issue promptly and aim to resolve any complaints within a maximum of 10 working days.

Contacting Atradius

You can register your complaint in writing via email or letter or if you prefer, you can talk to our Customer Services Team or contact your UK Account Manager. N.B. Calls to Atradius numbers cost no more than standard rate.

T: 0330 6780221

E: cst@atradius.com

Complaints procedure

You can request a printed copy of this Complaints Brochure free of charge from our Customer Services Team at any time, or you can download the Atradius UK Complaints Procedure from our website:

<https://atradius.co.uk/article/customer-service-charter.html>

Helping us to help you

To help us investigate an issue and respond to you as effectively as possible, please provide us with the following information:

- Your company name and address
- Your policy number if applicable
- A clear description of your complaint
- Your name and a daytime contact number or e-mail address where we can contact you

If applicable, please also provide:

- Copies of any relevant documents
- Previous relevant correspondence if any

What happens next

We will always acknowledge receipt of your communication so that you know we are listening and we aim to respond to any feedback, especially if you have a complaint, within 2 working days.

However, our first step is to understand what the problem is, and to find out what we can do to put the matter right. If we cannot resolve your concerns within 2 working days, you can expect:

- Formal acknowledgement of your complaint
- Details of the person dealing with the complaint and a contact number (this will always be the person within Atradius best placed to deal with the issue)
- A written response within 10 working days

We value your feedback. Please help us to get it right every time, for every customer.



Our customers can contact us at any time to talk about any questions that they might have

Our service commitment

Where a concern cannot be resolved immediately or within 2 working days, we will aim to provide you with a response to your feedback within a maximum of 10 working days.

However, if the matter on which you have contacted us is likely to take longer to investigate, we will tell you when you can expect to receive a response from us and in the meantime we will keep you informed of progress. Our final response will always be delivered within 8 weeks of your complaint.

In the unlikely event that we are unable to resolve your complaint you may be entitled to refer the matter to the Financial Ombudsman Service.

For more information visit
www.financial-ombudsman.org.uk

It's always good to talk

If you have a question about our products or our service, or you are concerned about the way we have treated you, please tell us so that we can address the concern with you.

You can call your Account Manager, or speak to our Customer Services Team, or use the contact form on our website, <https://atradius.co.uk/contact-us/> so we can get in touch with you.

If you have an Insurance Broker, you can also ask them to contact us on your behalf

Making a complaint to Atradius Customer Services Team

Our Customer Services telephone lines are open 9.00-17.00 Monday to Friday: +44 (0) 330 6780221

The team can also be contacted by email at: cst@atradius.com. We will acknowledge your notification within 2 working days (typically same day response).

You will be offered the opportunity to discuss your concerns with a member of our team. We will endeavour to resolve your concerns as quickly as possible and within 10 working days.

In the interim we will ensure that you are updated regularly about any investigations. We will always confirm our decision in writing.

The Financial Ombudsman Service

In the unlikely event that we cannot resolve your complaint you may be entitled to refer the matter to the ombudsman. The Financial Ombudsman Service is free to use and provides access to fair and impartial dispute resolution between customers and UK based financial services firms.

To clarify whether your business can access support, visit: <https://www.financial-ombudsman.org.uk/consumers/expect/who-we-can-help>

The ombudsman makes decisions based on what is deemed fair and reasonable in the circumstances of the case, taking account of relevant legislation, regulations, regulator's rules, guidance and standards and where appropriate, industry standards.



The Financial Ombudsman Service was established in 2001 and is empowered by the Financial Services and Markets Act 2000.

Contact:
The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR
E: complaint.info@financial-ombudsman.org.uk
T: 08000234567

Typically, the ombudsman will expect complainants to have followed the complaints procedure of the firm against whom the complaint is being made.

To notify Atradius of a complaint you should use the steps outlined in this brochure.

Version 2 | 2024

Connect with Atradius
on Social Media



atradiusUK



atradiusgroup

A registered branch of Atradius Crédito y Caución S.A. de Seguros y Reaseguros, Paseo de la Castellana 4, 28046 Madrid incorporated under Spanish Law Trade register Madrid: M-171.144. Authorised and regulated by Dirección General de Seguros y Fondos de Pensiones. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

For details on how we handle personal data please refer to our Privacy Statement on the Atradius website: www.atradius.co.uk

Company Registration Number: FC033828
Financial Services Registration Number: 755408

Atradius
3 Harbour Drive
Capital Waterside
Cardiff CF10 4WZ
United Kingdom