



How we deal with your complaint

First things first, Virgin Media Protect is administered by Asurion. That means when you raise a claim, put forward an enquiry or make a complaint about Virgin Media Protect, you're being taken care of by Asurion - your Virgin Media Protect Team.

We always do our best to resolve complaints right away, but sometimes we need a bit more time to investigate. Here's our complaints process.

How to complain or track the progress of your complaint

You can call, email or write to us to make a complaint, or follow up on an outstanding one:

By phone: **0345 030 3291**

By letter **Virgin Media Protect, PO Box 670, Brentford, TW8 1DA**

By email: virginmedia@asurion.com

You'll also need to include your name, address and insured mobile number when you get in touch with us.

If you make a complaint on behalf of another customer, we'll have to make sure you have their explicit permission before your complaint can be recorded, investigated and resolved.

How will my complaint be handled?

We'll always try to resolve your complaint right away.

If we can't, we'll write to acknowledge your complaint within 5 working days of receiving it and, if we haven't resolved it within 2 weeks, we'll send you a written update on our progress. It's unlikely that we won't have resolved your complaint within 8 weeks of our receiving it, but if that's the case we'll write to let you know why and what we're doing about it.

We'll always confirm the results of our investigation to you in writing.