



How we deal with your complaint

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:

Email: threerescue@asurion.com

Phone: To talk to us about your phone account call **333** from a Three phone or **0333 338 1001*** from any other phone.

To talk to us about your tablet and Mobile Broadband account, call **500** free from a Three phone or **0333 338 1003***.

You can call us between 8am-9pm Monday to Friday and 9am-6pm at weekends.

Write: **Three Rescue, PO Box 670, Brentford, TW8 1DA**

Please include your name, address and 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 that 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 five working days of receiving it and, if we haven't resolved it within two 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.

See three.co.uk/threerescue for full Terms and Conditions

We don't offer 'new for old' cover so any replacement device you receive may be refurbished to 'as new' standard, as determined by us, using original equipment manufacturer parts.

To talk to us about your mobile phone account call 333 from a Three phone or 0333 338 1001 from any other phone. Opening times from 8am – 9pm Monday to Friday. 9am – 6pm at weekends. Closed on UK Bank Holidays. 333 is free, excludes Essential Plans. Check Price guide for full details. Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02. Calls from landlines to mobiles are included in free or inclusive calls packages. Details correct at time of print.

Three Rescue™ is administered by Asurion Europe Limited (Asurion), registered in England and Wales with company number 6568029 at Vantage London, Great West Road, Brentford, TW8 9AG. Asurion is authorised and regulated by the Financial Conduct Authority (no. 502545).

If purchased on or after 7th August 2017:

The insurer is WDP Insurance Limited, which is authorised and regulated by the Gibraltar Financial Services Commission, and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request. WDP is registered in Gibraltar with company number 115687 at 1st Floor, Grand Ocean Plaza, Ocean Village GX11 1AA, Gibraltar. Please see your Welcome Pack for further details

If purchased before 7th August 2017:

The insurer is Liberty Mutual Insurance Europe SE (LMIE), which is trading as Liberty Specialty Markets, a member of the Liberty Mutual Insurance Group. Registered office: 5-7 rue Leon Laval, L-3372, Leudelange, Grand Duchy of Luxembourg, Registered Number B232280 (Registre de Commerce et des Sociétés). LMIE is a European public limited liability company and is supervised by the Commissariat aux Assurances and licensed by the Luxembourg Minister of Finance as an insurance and reinsurance company.

LMIE's UK branch registered address is 20 Fenchurch Street, London, EC3M 3AW which is authorised by the Commissariat aux Assurances and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority (registered number 829959). Details about the extent of regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from LMIE on request. Please see your Welcome Pack for further details

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