



## **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](mailto: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 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 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.