



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***

Online: **virginmobile.co.uk/insurance**

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 policy 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.

You can call the Virgin Media Protect team on 0345 030 3291, 8am-9pm Monday to Friday and 9am-6pm weekends (closed Bank Holidays). Calls to 03 numbers cost the same as calls to UK landlines starting 01 and 02.

Virgin Media Protect 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 you bought your policy prior to 2nd October 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.

If you bought your policy on or after 2nd October 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