

Notification of a Complaint / Claim / Circumstance

Please complete with as much information as possible and return to us:

Policy Number	
Contact Name	
Name of Insured (on schedule)	
Address	
Your Contact Number	
Your Email Address	
Policy Start Date	
<hr/>	
Name of Complainant	
Date you were first made aware of the complaint	
How were you notified: Telephone, Letter, email etc	
Nature of Complaint	
Alleged Financial Loss (if known)	£
Do you hold a paper file	

Simply acknowledge receipt of the complaint (it is important that no mention of PI insurers is made in your response). In the meantime please do not:

- admit any liability – or admit you could have made an error (however slight)
- offer any settlement to the client or their representatives
- send your final response letter to the complainant until the claims team have agreed with the content

It is important to notify Insurers as soon as you become aware of any matter that could give rise to a claim so that the process of collating the information for the claims team can begin and we can assist you through the claims process.

Please email the completed notification form to claims@thepidesk.co.uk or fax to 0114 242 2372 and we will contact you with details of further requirements.