

Complaints Procedure

We always want to be able to assist you quickly and professionally but we recognise that sometimes it is possible that our services do not work as you would have wished. Should that be the case, please let us know so that we can resolve this and find a solution together.

You can make your complaint known in writing to:

LMIS
1 Gracechurch Street
London
EC3V 0DD

Telephone: +44 (0) 207 488 3055

You can also email your complaint to us via lmis@london-marine.co.uk

You can trust that your complaint will be handled swiftly and satisfactorily by LMIS.

Complaints that cannot be resolved may then be referred to:

The Financial Ombudsman Service,
Exchange Tower,
Harbour Exchange Square,
London E14 9SR
Telephone: 0300 123 9123 or 0800 023 4567

Email: complaint.info@financial-ombudsman.org.uk
www.financial-ombudsman.org.uk

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

These complaints procedures do not affect your rights of recourse to legal action or to any other remedy available to you.