

USEFUL CONTACT DETAILS

You should refer to the DTW1991 Holiday Travel+ Insurance Policy for full information

BROKER

- Irvine Insurance Brokers Limited
33 Hampton Street, Warwick, CV34 6HU
Tel: +44 (0)333 240 0680
Email: info@irvine-insurance.co.uk
Website: www.4softlandings.co.uk

TELEPHONE SALES/ADMINISTRATOR

- Insurance Administration Services Limited
P.O. Box 9, Mansfield, Notts, NG19 7BL
Tel: +44 (0)333 321 3203 / +44 (0)1623 683 586
Email: admin@ias-health.co.uk

MEDICAL REFERRAL LINE

- Travel and Medical Insurance Services Limited (TAMIS)
Tel: +44 (0)1689 892 246
Quote Reference: DTW1991 Holiday Travel+

24 HOUR EMERGENCY ASSISTANCE AND PRE-TRAVEL ADVICE (ASSISTANCE COMPANY)

- Mayday Assistance
2 Clifton Mews, Clifton Hill, Brighton, BN1 3HR
Tel: +44 (0)20 8050 1991
Email: operations@maydayassistance.com
Quote your Policy ID and Scheme Reference: DTW1991 Holiday Travel+

EUROLAW LEGAL ADVICE

- DAS Legal Expenses Insurance Company Limited
Tel: +44 (0)117 934 2111
Quote your Policy ID and Reference: TV1/6855409-DTW1991

CLAIMS HANDLER

- Sections 1-16 and 18-26
Insurance Administration Services Limited
P.O. Box 9, Mansfield, Notts, NG19 7BL
Tel: +44 (0)1623 683 585
Email: claims@ias-health.com
Website: www.ias-health.com
Quote your Policy ID and Scheme Reference: DTW1991 Holiday Travel+
- Section 17 – Legal Expenses
DAS Legal Expenses Insurance Company Limited
The Claims Department, DAS House, Quay Side, Temple Back, Bristol, BS1 6NH
Tel: + 44(0)117 934 0553
Email: newclaims@das.co.uk
State the nature of your claim and Reference: TV1/6855409-DTW1991

COMPLAINTS

- Sections 1-16 and 18-26 of the Insurance Policy
 - General Manager
Insurance Administration Services Limited
P.O. Box 9, Mansfield, Nottinghamshire, NG19 7BL
Tel: +44 (0)1623 683586
Email: complaints@ias-health.com
 - If you remain dissatisfied:
Complaints
Lloyd's Market Services
Fidentia House, Walter Burke Way, Chatham Maritime, Chatham, Kent, ME4 4RN
Tel: +44 (0)20 7327 5693
Fax: +44 (0)20 7327 5225
Email: complaints@lloyds.com
- Section 17 - Legal Expenses
 - Customer Relations Department
DAS Legal Expenses Insurance Company Limited
DAS House, Quay Side, Temple Back, Bristol, BS1 6NH
Telephone +44 (0)117 934 0066
Email: customerrelations@das.co.uk
 - If your complaint is more suitably handled by a comparable complaints scheme:
Legal Ombudsman Service
PO Box 6806, Wolverhampton, WV1 9WJ
Tel: +44 (0)300 555 0333
Email: enquiries@legalombudsman.org.uk
Website: www.legalombudsman.org.uk
- For any other circumstance:
The Directors, Irvine Insurance Brokers Limited
33 Hampton Street, Warwick, CV34 6HU
Tel: +44 (0)333 321 3220
Email: info@irvine-insurance.co.uk

THE FINANCIAL OMBUDSMAN SERVICE

- The Financial Ombudsman Service
Exchange Tower, Harbour Exchange Square, London, E14 9SR
Tel: +44 (0)300 123 9123 (charges apply) or +44 (0)800 023 4567 (free phone)
From abroad - Tel: +44(0)20 7964 0500 (charges apply)
Email: complaint.info@financial-ombudsman.org.uk
Website: www.financial-ombudsman.org.uk

EUROPEAN ONLINE DISPUTE RESOLUTION

- European Commission's Online Dispute Resolution
Website: <http://ec.europa.eu/consumers/odr/>

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

- Tel: +44 (0)800 678 1100 or +44 (0)20 7741 4100
Website: www.fscs.org.uk

FOREIGN AND COMMONWEALTH OFFICE (FCO)

- No cover is provided under any section of this policy in respect of travel to a destination to which the FCO has advised against all or all but essential travel. Travel advice can be obtained by visiting:
Website: www.fco.gov.uk

EUROPEAN HEALTH INSURANCE CARD (EHIC) AND RECIPROCAL HEALTH AGREEMENT

- Obtain an European Health Insurance Card (EHIC) from your local Post Office, or:
Tel: +44 (0)300 330 1350 or +44 (0)191 218 1999
Website: www.ehic.org.uk
- The EHIC entitles you to benefit from the reciprocal health agreements which exist between European Union countries. The United Kingdom has reciprocal health arrangements with certain other countries, e.g. Australia and New Zealand. For a list of those countries in which you may be entitled to free treatment or treatment at a reduced cost:
Website: <https://www.nhs.uk/using-the-nhs/healthcare-abroad>