

Complaints Process

Complaints are important feedback for us and we welcome all feedback to change and improve how we provide service to our clients.

Gallivan Murphy Insurance Brokers acknowledge complaints received via any channel. For the purposes of record keeping and ease of understanding the issue that has arisen and ensure we can effectively & efficiently address all concerns we would ask that all complaints are made in writing to the firm by letter or by email:

Email: Compliance@gmib.ie

Address: Upper High Street, Killarney, Co. Kerry, V93 NV21

Our Aim should a complaint arise:

- To handle complaints promptly, efficiently and fairly.
- To strive to resolve issues identified and update the relevant procedures to mitigate against reoccurrence of the issue.
- To make every effort to ensure that our customers feel we have handled their complaint, and to guarantee that the customer is aware of their right to contact the Financial Services and Pensions Ombudsman if they are not satisfied with the conclusion.
- To ensure all compliance requirements outlined by the Central Bank and the Financial Services and Pensions Ombudsman are met by Gallivan Murphy Insurances.

Complaints Process

When an oral complaint is received from you we must offer the consumer the opportunity to have your complaint handled in accordance with our complaints process

Complaint received & resolved within 5 business days:

Where we have a received a complaint from our client either verbal or written and this complaint has been resolved to our client's satisfaction within 5 business days we must maintain a record of the complaint.

- Email a summary of the complaint to the nominated complaints person including the outcome of the complaint and the resolution offered to the customer.
- Record a summary of the complaint on the customers file remembering that notes left need to be appropriate notes only

Complaint received & not possible to resolve within 5 business days:

- Within five business days of your complaint being received an acknowledgement notification referring to your complaint will be sent to you, our customer.
- We will provide you with the name of the individual(s) appointed to be the point of contact in relation to the complaint until resolution is achieved or where the complaint cannot be progressed any further.
- If the complaint has not been resolved prior, you will be provided with regular written updates on the progress of the investigation of your complaint not greater than twenty business days starting from the date on which the complaint was made.
- We will attempt to investigate and resolve your complaint within forty business days of having received the complaint.
- Where the forty business days have elapsed and your complaint is not resolved, we will inform you of the anticipated timeframe within which we hope to resolve the complaint.
- At this point we will inform you that you can refer the matter to the Ombudsman and provide you with the contact details of such Ombudsman:
Financial Services and Pensions Ombudsman,
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29.
Tel. 01 567 7000
info@fspo.ie
- When the complaint has been fully investigated a summary letter/ email will be issued to the customer within 5 working days of completion of the investigation.
- If you are dissatisfied with the outcome of your complaint you may refer your complaint to the Financial Services and Pensions Ombudsman and a formal 'final response' letter will be issued to you by Gallivan Murphy Insurances.

GALLIVAN MURPHY INSURANCE BROKERS LTD.

Please note any complaints regarding your High Cost Credit Agreement must be address directly to your provider Premium Credit Ltd (customer.services@premiumcredit.ie) or Close Brothers Premium Finance Ireland (complaintspf@closebrothers.com).

Email: info@gmib.ie Telephone: 064 663 4632 Website: www.gmib.ie
Address: Killarney Business Centre, Upper High Street, Killarney, Co. Kerry, V93 NV21

Directors: Ronan Foley; Paul Walshe; Stuart Quilter

Registered Office: Killarney Business Centre, Upper High Street, Killarney, County Kerry; Registered Number: 358826

Gallivan Murphy Insurance Brokers Ltd, t/a GMIB.ie; O'Donovan Insurances; Fitzgerald Insurances; Assured Partners; Quoteme.ie and Cosmeticinsure.ie is regulated by the Central Bank of Ireland.

