



02302 008915 0083 F 37400

Mr P E Lisewski
40 Gledstanes Road
London
W14 9HU

Policy number
35599048

Date
28/11/16

Dear Mr Lisewski

Thank you for renewing your Direct Line Home Insurance

We're delighted that you'll be insuring your home with Direct Line for another 12 months. Enclosed are new copies of your documentation including your new Schedule of Insurance.

IMPORTANT NOTICE - Please see the important notice overleaf. It contains important information about your policy.

All you need do now

- Check the Schedule**, which outlines your cover, to ensure that it meets all of your requirements.

If the details are incorrect in any way please call us as soon as possible so we can make sure your cover isn't affected.

Yours sincerely

Direct Line Home Insurance Team

IMPORTANT NOTICE

Please note these changes to your policy and keep this notice in a safe place with your policy booklet.

How to complain

Should there ever be an occasion when you need to complain, please call our priority number **0345 246 8585**. If your complaint relates to a claim, please contact your Claims Handler, whose details can be found on your claims documentation.

If you wish to write, please use the appropriate option detailed below:

Claims complaints should be sent to the Regional Customer Services Manager at the address shown on your claims documentation.

All other complaints should be addressed to the Head of Sales and Customer Services at the address shown on your schedule.

If we cannot resolve the differences between us, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is: **Exchange Tower London E14 9SR, telephone 0800 023 4567 or 0300 123 9123.**