

Feedback

1. Give us feedback

We value our customers and would like to make sure you are always receiving high quality service.

If you are not satisfied with any aspect of the service provided by us, our assistance company or insurers, please get in touch. If at all possible, we'll do what we can to resolve your complaint at the time it occurs. Contact us and we'll make it a priority to resolve any issues you may have.

<p>Phone: 1800 11 11 11 +353 21 237 8010 (if you are calling from outside Ireland)</p> <p>Email: corkcustomercare@nibtravel.com</p>	<p>nib Travel Services Europe Limited 1st Floor, Lapps Quay, Cork Ireland</p>
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The Customer Relations team manage complaints through an internal disputes resolution (IDR) process. They'll acknowledge each complaint in writing within 5 business days and endeavour to respond within 20 business days of receiving it, or agree with you another reasonable timeframe. Within 40 business days or as otherwise agreed, we will advise you of our final decision, what we have done to investigate your complaint, and what information we have used.

2. Still not satisfied?

If you still aren't satisfied, or if you haven't received a final response within 40 business days, you may contact the Financial Services and Pensions Ombudsman's Bureau as the next step in seeking resolution.

<p>Phone: 01 567 7000 (within Ireland) +353 1 567 7000 (from outside Ireland)</p> <p>Fax: 01 662 0890</p> <p>Email: info@fspo.ie</p> <p>Website: www.fspo.ie</p>	<p>Financial Services and Pensions Ombudsman's Bureau</p> <p>3rd Floor, Lincoln House, Lincoln Place Dublin 2 D02 VH29 Ireland</p> <p>This service is free of charge.</p>
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The European Commission also provides an online dispute resolution (ODR) platform that allows consumers to submit their complaint through a central site, which will forward the complaint to the right Alternative Dispute Resolution (ADR) scheme. The ADR scheme for nib Travel Services is the Financial Services and Pensions Ombudsman's Bureau, which you can contact directly using the details above.

For more information about ODR please visit: <http://ec.europa.eu/odr>