

CLAIMS RELATED ISSUES

1c. Do you have any other supporting information or evidence of the loss that ASR has not been informed of yet, which may alter our decision? Please be specific:

Yes No

If your complaint is relating to the settlement amount offered, please answer the following:

2. Do you understand how the settlement offer has been calculated in accordance with the policy wording? If No, please explain:

Yes No

If your complaint is relating to the service provided for repairs made to your property, please answer the following:

3. Please explain what part of the service you are dissatisfied with? Please be specific, providing evidence supporting your dissatisfaction, such as photos, building / engineer's reports etc:

4. What do you feel could be done to reasonably settle this issue? Please be specific:

SERVICE RELATED ISSUES

Are there any issues relating to the service you have received from ASR that you would like to raise? Please be specific:

OTHER ISSUES TO BE RESOLVED

If your complaint does not fall within one of the areas listed above, please provide an explanation of your complaint in the space provided below:

What do you feel could be done to reasonably settle this issue? Please be specific:

SIGNATURE

Signed by		Please print your name	Dated
			/ /