**Insurance October send plan**

**Subject line: Insurance remains at the top in the annual complaint’s insight**

**Preview line: Insurance providers in the firing line**

**Is your insurance provider meeting your needs?**

The Financial Ombudsman Service (FOS) has released an annual report revealing an 18% increase in overall insurance complaints compared to 2022/23, proving that insurance providers have caused the most grievances to customers over the past year.\*

In particular, many complained about their current account and credit card policies, closely followed by motor and building insurance. Most of the issues revolve around payment delays and disputes over rejected claims. While these contentious problems aren’t new, the number of people lodging official complaints has steadily risen.

**Why has insurance received the most complaints?**

Some experts have blamed high inflation and changing risks for putting pressure on insurers to become stricter or less flexible, which is why it’s essential that customers fully understand the exact terms of their policy agreement and keep abreast of any easy-to-miss changes.

If your insurance policy terms and conditions no longer suit your needs, your provider’s customer service is lacking, or your premiums have risen sharply, why not switch? Our team would be delighted to advise you. Talk to us today to get started.

**Ready for a change? Contact [AGENT NAME] today for more information.**

FinancialOmbudsmanService\*