WHITE HORSE
INSURANCE IRELAND DAC

Claim Appeal Process

White Horse Insurance Ireland dac

Purpose

This procedure outlines the internal process for managing and reviewing appeals of claim decisions. It ensures compliance with regulatory obligations, including:

- Providing appeal details on request within 5 working days
- Handling appeals timely, fairly, transparently, and consistently

Scope

This procedure applies to all appeals submitted by claimants in respect of:

- Declined claims
- Partially settled claims
- Disputes regarding assessment outcomes
- Claims reassessed following new evidence or clarification

It applies to all WHI claims products including Travel, Gadget, Wedding, and related schemes.

Process | Complaints procedure

We know that sometimes, no matter how hard we try, we don't always get it right. If you have a complaint, it's important that you know that we are committed to providing you with an exceptional level of service and customer care. We want to hear about your complaint so that we can try to put things right.

If you have a complaint regarding a claim you have made, please contact White Horse Insurance Ireland dac in writing at:

Contact White Horse Insurance

The Customer Experience Manager
White Horse Insurance Ireland dac
Rineanna House, Shannon Free Zone
Shannon, County Clare
V14 CA36
Republic of Ireland

Email
complaints@white-horse.ie

Our Customer Experience Manager will issue a final response to your complaint. If you are still not satisfied with our decision after following the procedure above, you can contact:

Financial Services and Pensions Ombudsman

Lincoln House, Lincoln Place, Dublin 2, Republic of Ireland
Email: info@fspo.ie | **Website:** www.fspo.ie
Phone: +353 1 567 700