



## Complaints Form

### Complaints Procedure

At times, you may have a concern you would like to tell us about or disagree with a decision made regarding your coverage. You can make a complaint to get help for your situation.

Some of the most important factors in getting your complaint dealt with as quickly and efficiently as possible are:

- Be sure you are talking to the right person; and
- That you are providing the necessary information.

The following procedures must be followed for a complaint to be reviewed.

### Making a Complaint

If your complaint relates to:

#### **The sale of the policy you purchased or any information you were given during the sales process:**

- a. If you purchased the policy using a broker or other intermediary, **please contact them first.**
- b. If you purchased the policy directly from us either from a local representative, using the website, or through a group plan of benefits, please contact us directly using this form.

**Please send the completed form to: [complaints@tssassist.com](mailto:complaints@tssassist.com)**



A. INSURED INFORMATION		
Last Name:	First Name:	Middle Initial:
Policy #:	Member ID #:	
Date of Birth: (DD/MMM/YYYY, i.e., 23/NOV/1988)		
B. COMPLAINANT INFORMATION (If different from Section A)		
<b>NOTE:</b> If you are not the insured, claimant, or Provider of Service, please attach documentation showing you have legal authorization on the Insured's behalf, such as, but not limited to, a signed and dated letter of authorization, a legal power of attorney document, etc.		
Name:	Relationship to Insured:	
Address:		
Postal Code:	Country:	
Phone:	Fax:	
Email:		
C. COMPLAINT SUMMARY		
Please provide a summary of your complaint and any information that you think would assist us in reviewing your case. If more space is needed, please attach separate page(s).		



D. SIGNATURE	
Name:	
Signature: By typing my name on this form I am signing electronically, and this electronic signature is the legal equivalent of my manual, handwritten signature.	
Date:	

**Privacy Notice**

The Total Scholastic Solutions group of companies includes brokering and management companies, as well as assistance and administration companies. We respect your privacy, and we are all committed to protecting your personal information.

Our privacy policy tells you about your privacy rights and how the law protects you. This includes information on how we collect and then process your personal information. Our privacy policy is located on our website at [www.totalscholasticsolutions.com/privacy-policy](http://www.totalscholasticsolutions.com/privacy-policy) and we would advise you to read the policy so you understand your rights and your personal data use by the TSS Group.