

# THE FINANCIAL OMBUDSMAN SERVICE

THOSE ACTIVITIES OF LEADERS LIMITED THAT ARE GOVERNED BY THE FINANCIAL SERVICES AUTHORITY (INSURANCE SERVICES) ARE COVERED BY THE FINANCIAL OMBUDSMAN SERVICE (FOS).

IF YOU CANNOT SETTLE YOUR COMPLAINT WITH OUR PRINCIPAL, HEPBURNS INSURANCE SERVICES LIMITED, YOU MAY BE ENTITLED TO REFER IT TO THE FOS.

THE FOS WAS SET UP BY LAW TO GIVE CONSUMERS A FREE, INDEPENDENT SERVICE FOR RESOLVING DISPUTES WITH FINANCIAL FIRMS.

FOR FURTHER INFORMATION ABOUT THE SERVICE PLEASE ASK US FOR A COPY OF THE FOS LEAFLET “**your complaint and the ombudsman**”