

Complaints Procedure

1. Should either party to the mediation have any complaint against either Eskhill & Co or their appointed mediator, the following procedure shall apply:
 - The Partner responsible for the mediation will in the first instance meet the Party with the complaint and attempt to resolve it putting any agreement in writing.
 - If this does not resolve the dispute the Partner who has not been involved in the mediation will meet to discuss the complaint with the relevant party and seek to agree a solution in writing.
 - If this does not satisfy the complainant or this is not practical because both Partners have been involved in the mediation Scottish Mediation may be requested to provide the names of three independent mediators. The complaining party will have the option to choose a mediator from the list with a view to meeting both Eskhill & Co and the Party with the complaint to mediate a satisfactory solution.
2. If the above procedure does not resolve the complaint the complainant may refer the matter to the Committee for Excellence of Scottish Mediation.
3. The complainant retains the right of recourse to normal legal process.

Certificate of Insurance Professional Indemnity Insurance

This Certificate of Insurance is issued as a Notice of Insurance for information only. It does not constitute a legal contract of insurance. The Policy Form, Schedule and Application of the Named Insured, if any, form the entire contract. This Certificate is furnished in accordance with, and in all respects is subject to all terms, conditions and exclusions of the Policy Form.

1. **Named Insured:** Eskhill & Co
2. **Address:** Green House at Eskhill, 15A Inveresk Village, Musselburgh, East Lothian EH21 7TD. United Kingdom
3. **Policy Number:** BUK/24277/Renewal7

4. **Policy Period:**

From: 14 Sep 2023
To: 13 Sep 2024

Both days Inclusive Local Standard Time at the address of the named entity stated in the Schedule.

5. **Limits of Liability**

Overall Limit of Liability: £2,000,000 each Claim, Claims Expenses in addition

6. **Retroactive Date:** 14 Sep 1998

Dated: 14 Sep 2023



Signed on behalf of **Beazley Solutions Ltd**
acting on behalf of:

Beazley Syndicate 2623/623 at Lloyd's

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