

Form to record complaints that have been made about a breach of the Concordat and Moratorium on Genetics and Insurance

Please do not use this form to make a complaint to an insurer. If you wish to make a complaint, please contact your insurance company directly.

The *Concordat and Moratorium on Genetics and Insurance* document and this form can be found on the following websites:

- Department of Health – www.dh.gov.uk
- Association of British Insurers – www.abi.org.uk

Please complete as fully as possible.

Details of the individual or organisation who complained to the insurer about a breach of the Concordat and Moratorium

Contact details (optional for individuals but **not** to be completed by insurance companies)

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Details of the insurance company, and if applicable the firm that arranged the insurance policy (for example, an insurance broker)

Name of insurance company

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Name of firm that arranged the insurance policy (if applicable)

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Reference if applicable (for example, the insurance policy number)

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Details of the insurance policy in the complaint about a breach of the Concordat and Moratorium

Type of insurance applied for (for example, life cover, critical illness, income protection)

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Amount of insurance applied for

£

Date (or approximate date) of insurance application

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Type of genetic test

<input type="checkbox"/> Predictive	<input type="checkbox"/> Carrier
<input type="checkbox"/> Diagnostic	<input type="checkbox"/> Other / Unknown

Date (or approximate date) the genetic test was taken if known

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Was the genetic test a predictive test for Huntington's Disease? (only answer if the insurance applied for was for life cover over £500,000)

- Yes
- No

Details of the complaint about the breach of the Concordat and Moratorium

What part of the Concordat and Moratorium was the complaint about? (for example, page number, section number)

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What was the cause of the complaint about the breach of the Concordat and Moratorium? (for example, what did or did not happen when the insurance was applied for)

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Date (or approximate date) the complaint was raised with the insurance company

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Is the complaint...

- Closed? Please give the date:

- Ongoing?

If the complaint is ongoing, at what stage is it? (for example, final decision letter sent by insurer, independent arbitration service booked)

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If the complaint is closed, how was the complaint concluded?
(for example, letter from insurer rectifying the matter, independent arbitration decision)

Where do I send this completed form?

For insurance companies recording complaints, please send this form to health@abi.org.uk

For individuals or other organisations recording complaints, please send this form to concordat@dh.gsi.gov.uk

PLEASE NOTE: This form helps us maintain a record of complaints and inform future reviews of the Concordat and Moratorium. However, we will not investigate your complaint or issue a response.