

Aon Complaints Contact Information

Aon takes customers' complaints very seriously and aims to ensure that complaints are handled fairly, effectively and promptly and are resolved at the earliest possible opportunity. In the event that you are unhappy with our service please register a complaint with the correct Aon entity (listed below) who will ensure that your complaint is referred to an appropriate person to be investigated:

Aon Solutions UK Limited (formerly Aon Hewitt Limited) - Pensions Administration (Occupational Pensions)

If you are a member of a pension scheme administered by the Pensions Administration team of Aon Solutions UK Limited and you or your adviser have a query or complaint, in the first instance please contact your usual pension scheme's helpline number or email address (available on the pension documentation provided to you), alternatively you can register your enquiry by contacting:

Aon Solutions UK Limited
Pensions Administration
(*Include here the name of your Pension Scheme*)
PO Box 196
Huddersfield
HD8 1EG
By phone: 0333 207 6680
By e-mail: Pensions.UK.complaints@aon.com

When contacting Pensions Administration by post, in all instances please provide the name of the pension scheme you are a member of in the address on the envelope (as shown above) and include your pension member reference number inside your letter. For emails and telephone, please provide the pension scheme name and your member reference number. This will assist the team to deal promptly with your complaint.

Your complaint will be referred to the appropriate Team Manager and their team to investigate and respond to the concern(s) raised. A copy of our Pensions Administration Complaints Handling Procedure is available on request.

The following contact details are for all other complaints only. Please check your documentation to find out which Aon company you need to contact regarding your concerns:

Aon Solutions UK Limited (formerly Aon Hewitt Limited) Aon Solutions UK Limited, UK Risk & Compliance, Briarcliff House, Kingsmead, Farnborough, GU14 7TW
By phone: 01252 768000
By e-mail: compliancequeries@aon.com

Aon UK Limited Aon UK Limited, Central Complaints Team, Briarcliff House, Kingsmead, Farnborough, GU14 7TE
By phone: 01252 768662
By e-mail: central.complaints@aon.co.uk

Or for Aon Employee Benefits:
UK Risk & Compliance, 3 The Embankment, Sovereign Street, Leeds, LS1 4BJ
By phone: 0113 2453366
By e-mail: complaints@aon.co.uk

Aon Investments Limited (formerly Hewitt Risk Management Services Limited) Aon Investments Limited, UK Risk & Compliance, The Aon Centre, 122 Leadenhall Street, London EC3V 4AN
By phone: 020 7086 8000
By e-mail: compliancequeries@aon.com

A copy of our Complaints Handling Procedure is available on request.

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service. [Visit https://www.financial-ombudsman.org.uk/](https://www.financial-ombudsman.org.uk/) for further details.

Alternatively, if you are based outside of the UK you can register your complaint on the Online Dispute Resolution (ODR) Platform: <http://ec.europa.eu/consumers/odr/>

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