

## Customer Complaints Handling Procedure

### 1. How to make a complaint

Your Complaints (including Claim Disputes) should be addressed to Mr. Kevin Bandara -  
 Manager Customer Services

#### Direct Contact of Officer In Charge ;

<b>Name</b>	Mr. Kevin Bandara
<b>Designation</b>	Manager - Customer Services
<b>Address</b>	Customer Service Unit, No.20, St. Michael's Road, Colombo 03
<b>Direct line</b>	011 2 990 990 / Short Code - 1330
<b>Mobile</b>	0770336370
<b>Fax</b>	N/A
<b>Email</b>	info@unionassurance.com/kevinb@unionassurance.com

The policyholders and prospects can approach us;

Mode	Number/Email Address/Address
1. By Post or in Person	- Any of our Branches - Customer Service Unit – No 20, St Michael's Road, Colombo 03
2. Telephone	0112990990 / Short Code: 1330
3. Email	info@unionassurance.com
4. Website	www.unionassurance.com

### 2. Documents and information to be produced along with a complaint

- ✓ A customer can make a verbal complaint through the call center, however it is ideal if the following documents are submitted for further examination
- ✓ Written complaint letter
  - Letter should indicate Name, Address, Policy Number, Claim ID or the NIC of the policyholder
  - Should mention all the important events including the events that may have a bearing on the complaint
- ✓ Provide copies of all documents related to the complaint (letters/ quotations/ previous correspondences)

- ✓ Provide proof of any losses sustained where applicable
- ✓ Specify a solution / remedial action you believe is required to resolve your complaint

### 3. Time period taken to acknowledge

This is an automated process where acknowledgment for all complaints are sent instantly via SMS and a letter will be dispatched through post within 3 working days. If an email address is provided, the system will also trigger an email.

### 4. Process of handling the complaint (including timeline)

Category	TAT
The acknowledgment of the complaint	Within 03 working days
Provide resolution	Within 14 working days
If a resolution cannot be provided within Fourteen (14) working days	Call to the customer on the 07 <sup>th</sup> Working day informing the delay and the reason
To make an appeal	4 Weeks from the date of receipt of the resolution or response from us.
All matters relating complaints and appeals pending for a requirement from the customer will be closed in the absence of a reply	4 Weeks from the date of receipt of the resolution or response from us.

### 5. How to check the present status with regard to a complaint made

Each complaint will be assigned a unique reference number, which will be informed to the customer via acknowledgment SMS & Letter . The customer can check the present status of the complaint by contacting our Call Center on 011 2 990 990/short code - 1330, which is open 24 hours a day, seven days a week using the reference number.

### 6. To whom the matter (an appeal) to be referred to if the complainant is not satisfied with the initial resolution of the OIC

<b>Name</b>	Mr. Chinthaka Gamage
<b>Designation</b>	Assistant Vice President
<b>Address</b>	Customer Service Unit, No.20, St.Michael's Road, Colombo 03
<b>Direct Phone line</b>	011 2 990 990 / Short Code - 1330
<b>Mobile</b>	0742278651
<b>Fax</b>	N/A
<b>Email</b>	chinthaka@unionassurance.com

**7. Alternative dispute Resolution mechanisms available (if the complainant is not satisfied with the final resolution of the appeal)**

You can refer your complaints to the below mentioned alternative dispute resolution mechanisms available for your convenience.

- **The Sri Lanaka Insurance Ombudsman**

Address : The Sri Lanaka Insurance Ombudsman, No 143A, Vajira Road, Colombo 5

Telephone Number : +94 11 452 8671 / +94 11 250 5542

Email : [info@insuranceombudsman.lk](mailto:info@insuranceombudsman.lk)

Website : <https://insuranceombudsman.lk/>

- **Insurance Regulatory Commission of Sri Lanaka**

Address : Director Investigations, Insurance Regulatory Commission of Sri Lanka, Level 11 East Tower, World Trade Center, Colombo 01

Telephone Number : 011 2396184-9 / 011 2335167

Email : [investigation@ircsl.gov.lk](mailto:investigation@ircsl.gov.lk) / [info@ircsl.gov.lk](mailto:info@ircsl.gov.lk)

Website : <https://ircsl.gov.lk/>