

# Customer Complaints Handling Procedure

## Sri Lanka Insurance Corporation Ltd.

We, as the most trusted insurance company in Sri Lanka, strive to maintain a sustainable relationship with our loyal customers, and we are very consciousness to drive a positive customer experience during every touch point along the customer journey. In order to achieve the said objective, this procedure details how to address your complaints, to ensure your experience with us is contented.

### 1.How to make a complaint?

#### Verbally

- By telephone 0112357357 / 0112357000
- By visiting Head Office or any of our SLIC branches

#### Written

- Emails [email@srilankainsurance.com](mailto:email@srilankainsurance.com) / [slic@srilankainsurance.com](mailto:slic@srilankainsurance.com)
- Post Complaint Management Unit, Sri Lanka Insurance Corporation Ltd,  
No.21, Vauxhall Street, Colombo 02.
- Fax (94 11) 2447742
- Website [www.srilankainsurance.com](http://www.srilankainsurance.com)
- Customer App

### 2. Direct Contact of Officer In Charge

Name	Anusha Hettiarachchi
Designation	Manager Call Centre
Address	No.21, Vauxhall Street, Colombo 02
Direct line	0112357000
Mobile	0771940696
Fax	(94 11) 2447742
Email	anushahe@srilankainsurance.com

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

- Complainant's name
- Contact details
- Policy No / Vehicle No (Motor Insurance)
- Preferred reply method
- Preferred language
- Description of the complaint
- Relationship to the policyholder when the complainant is not the same
- Copies of the required documents

### **4. Time period taken to acknowledge**

All complaints will be registered and acknowledged within 3 working days. If a resolution is provided to a complaint within 3 working days, the resolution will be communicated along with the acknowledgement.

### **5. Process of handling the complaint**

The complaint management unit reviews the complaints received and informs the complainant if any further information is required. A delegated complaint officer will be assigned to all the complaints. The contact details of the delegated complaint officer and a reference number for each complaint will be communicated along with the complaint acknowledgement.

Complaints are dealt with the relevant process owners and responded within 14 days from the complaint received date. The complainant will be kept informed if a resolution cannot be provided within 14 days, due to any investigation.

Response to an appeal made against a resolution will be provided within 30 days from the date of the receipt of the complaint.

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

The complainant can directly contact the relevant complaint officer through the given contact details, along with the complaint acknowledgement.

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

The complainant can make an appeal if he /she is not contented with the given solution.

Name	Namalee A Silva
Designation	Deputy General Manager-Head of Marketing
Address	Marketing Division, Sri Lanka Insurance Corporation Ltd, No.21, Vauxhall Street, Colombo 02
Direct phone line	0112357834
Mobile	0773423755
Fax	(94 11) 2447742
Email	<a href="mailto:namalees@srilankainsurance.com">namalees@srilankainsurance.com</a>

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

[ Insurance Ombudsman, Insurance Regulatory Commission of Sri Lanka (IRCSL), Arbitration etc.]

- **Details of the Ombudsman**

Telephone Number : 0114528671, 0112505542

Address : No.143A, Vajira Road, Colombo 05

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

- **Details of IRCSL**

Director Investigations

Insurance Regulatory Commission of Sri Lanka

Level 11 East Tower, World trade centre

Colombo 01

Tel : 0112396184-9 / 0112335167

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