

SRI LANKA INSURANCE CORPORATION LTD (SLIC) COMPLAINT MANAGEMENT PROCEDURE



We, as the most trusted insurance company in Sri Lanka, strive to maintain a sustainable relationship with our loyal customers, and we are very conscious to drive a positive customer experience during every touchpoint 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 contended.

What is a customer complaint?

Is an expression of dissatisfaction about a person or an event in your commercial relationship with us.

How you can make a complaint?

Complaints can be made in the following modes.

Verbally

- By telephone 0112357357 / 0112357000
- By visiting Any of our SLIC branches

Written

- Emails email@srilankainsurance.com / slic@srilankainsurance.com
- Post Complaint Management Unit, Sri Lanka Insurance Corporation Ltd, No.21, Vauxhall Street, Colombo 02
- Fax 94 112 447742
- Website www.srilankainsurance.com
- Customer App

Complaints Acknowledgement

- Complaints receive via letters, within 3 working days from the letter received date
- Complaints receive via website/ emails, within 2 working days from the received date
- Complaints received via telephone, immediately

The complainant will be received an automated SMS informing the complaint reference number once the complaint is entered into the complaint management system.

Complaints review and respond

The complaint management unit reviews the complaints received and informs the complainant if any further information is required. Reviewing of the complaint will be done impartially and the complainant will be informed the findings and the actions taken.

Further escalation

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

You can make an appeal within 30 days from the receipt of the final decision to:

Specified Officer-Life

Sri Lanka Insurance Corporation Ltd

No.21, Vauxhall Street, Colombo 02

Fax Number - 0112357236

Specified Officer-General

Sri Lanka Insurance Corporation Ltd

No.21, Vauxhall Street, Colombo 02

In addition, you can refer your complaints to:

Insurance Ombudsman Sri Lanka

No 143 A, Vajira Road, Colombo 05

Insurance Regulatory Commission of Sri Lanka

World trade Centre

East Tower, level 11,

Colombo 01

