

Continental Insurance Life Lanka Limited

Complaint Management Procedure

Service, redefined.



Continental Insurance Life Lanka Limited Management Procedure

1. How to make a complaint

You can make a complaint verbally or in writing, via the following methods

- a) By telephone : Contacting our hotline :+9411 2 800 300
- b) By email/web : info@cilankalife.com / www.cilankalife.com
- c) By Post: : Continental Insurance Life Lanka Ltd,
No.100/8, Nawala Road, Narahenpita,
Colombo 05.
- d) Through your sales advisor or from the closest Continental Insurance Life Branch
- e) By directly contacting our Officer in Charge for Complaints Management

Mr.Jerad Fernando – Senior Manager Underwriting

Continental Insurance Life Lanka Ltd, No.100/8, Nawala Road, Narahenpita,
Colombo 05.

Tel: +94 11 7 600 216 | Fax: +94 11 250 8463

Email: jeradf@cilankalife.com

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

You can share the relevant documents/evidence if you have when making a complaint

Written complaint letter with the below information

- The Name, Address, Policy Number, Claim ID, or the NIC of the policyholder
- 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 details of losses that occurred and specify a solution / remedial action you believe is required to resolve your complaint

3. Our Complaint handling process

(i) We acknowledge

The acknowledgement for all complaints is sent instantly via SMS and a letter will be dispatched through the post within 3 working days.

(ii) We review

We undertake an initial review and determine any additional information that may require and contact you during the process of investigation objectively and impartially

(iii) We Respond

We will notify you of our findings and any actions we may have taken regarding your complaint.

The Turnaround time (TAT) is given below.

	Category	TAT
1	The acknowledgement of the complaint	Within 3 working days
2	Provided Resolution	Within 14 working days
3	If a resolution cannot be provided within Fourteen (14) working days	Call to the customer on the 10 th Working Day informing the delay and the reason
4	To make an appeal	14 days from the date of receipt of the resolution or response from us.
5	All matters relating to complaints and appeals will be closed in the absence of a reply from you.	30 days from the date of receipt of the resolution or response from us.

4. How to check the present status of a complaint made

Each complaint will be assigned a unique reference number, which will be informed to the client

5. How to appeal?

If you are dissatisfied with the initial resolution, appeal to

Mr Saliya Dias – Actg.CEO and Principal Officer
Continental Insurance Life Lanka Ltd, No.100/8, Nawala Road, Narahenpita, Colombo 05.
Tel: +94 11 7 600 209 | Fax: +94 11 250 8463
Email: saliyad@cilankalife.com | web: <http://www.cilankalife.com>

6. 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.

- Insurance Regulatory Commission of Sri Lanka
- The Sri Lanka Insurance Ombudsman

Director Investigations
Insurance Regulatory Commission of Sri Lanka
Level 11 East Tower, World Trade Center
Colombo 01
Tel: +94 11 239 6184-9 / +94 11 233 5167
Email: investigation@ircsl.gov.lk / info@ircsl.gov.lk

Or

Insurance Ombudsman of Sri Lanka
No. 143/A
Vajira Road
Colombo 05
Tel: +94 11 250 5041 / +94 11 250 5542
Email: info@insuranceombudsman.lk