



CUSTOMER COMPLAINTS HANDLING PROCEDURE

[Complaints handling procedure should be displayed in the company's web site covering the following mandatory areas (at minimum)]

1. HOW TO MAKE A COMPLAINT

The following modes are made available for customers to make/forward complaints;

- Verbally - by Telephone / Visiting a branch
- Written - by Email / Post / WhatsApp / Social media (Website / FB page etc.)

2. DIRECT CONTACT OF OFFICER IN CHARGE

| | |
|-------------|---|
| Name | Bernadine Delicia Collom |
| Designation | Manager - Outbound and Complaint Management |
| Address | Complaints Management Unit No. 283, R. A. de Mel Mawatha, Colombo 03 |
| Mobile | 077 110 1631 |
| Email | Bernadine.Collom@softlogiclife.lk |

3. DOCUMENTS AND INFORMATION TO BE PRODUCED ALONG WITH A COMPLAINT

- Mandatory Information - Policy Number / NIC number

(All advisor/agent related complaints should be submitted in writing duly signed by the life assured along with details of specific party/es)

- Other Information - Any valid evidences (if available) in order to support the Concern/complaint raised

4. TIME PERIOD TAKEN TO ACKNOWLEDGE.

- All complaints to be acknowledged within Three (3) working days via telephone followed by a letter/email

5. PROCESS OF HANDLING THE COMPLAINT (INCLUDING TIME LINE)

- All complaints to be acknowledged within Three (3) working days via telephone followed by a letter/email



- Resolution within 14 working days from the date of complaint received
(Unless of a need for further investigations)
- Response to an appeal against a resolution provided within 30 days from the date of the appeal received

6. HOW TO CHECK THE PRESENT STATUS WITH REGARD TO A COMPLAINT MADE.

- By reaching CMU through any of the aforementioned form of contact
- 1312 (24X7 Customer care hot line)

7. TO WHOM THE MATTER (AN APPEAL) TO BE REFERRED TO IF THE COMPLAINANT IS NOT SATISFIED WITH THE INITIAL RESOLUTION OF THE OIC.

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| Name | Thilanka Kiriporuwa |
| Designation | Chief Corporate Services Officer |
| Address | Softlogic Life Insurance PLC 16th Floor, One Galle Face Tower, Colombo 02 |
| Direct line | 011 201 8708 |
| Mobile | 077 733 1696 |
| Fax | N/A |
| Email | Thilanka.kiriporuwa@softlogiclife.lk |

8. WHISTLEBLOWER HOTLINE

077 2 344 640

9. ALTERNATIVE DISPUTE RESOLUTION MECHANISMS AVAILABLE (IF THE COMPLAINANT IS NOT SATISFIED WITH THE FINAL RESOLUTION OF THE APPEAL)

The Sri Lanka Insurance Ombudsman

No. 143/A, Vajira Road, Colombo 05

Tel : 011 452 8671, 011 250 5542 | Email : info@insuranceombudsman.lk

- DETAILS OF THE IRCSL -

Director Investigations Insurance Regulatory Commission of Sri Lanka

Level 11 East Tower, World Trade Center Colombo 01

Tel : 011 2396184-9 / 011 2335167 | Email : investigation@ircsl.gov.lk / info@ircsl.gov.lk