



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	Niluka Wickramasinghe
Designation	Manager – Complaints Management Unit
Address	Complaints Management Unit No. 283, R. A. de Mel Mawatha, Colombo 03
Mobile	+94 076-0013-865
Email	Niluka.Wickramasinghe@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)

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

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

9. WHISTLEBLOWER HOTLINE

077 2 344 640

10. 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