



CUSTOMER COMPLAINTS HANDLING PROCEDURE

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	Softlogic Life Insurance PLC 16th Floor, One Galle Face Tower, Colombo 02
Mobile	(+94) 760 013 865
Email	complaints@softlogiclif.lk/ niluka.wickramasinghe@softlogiclif.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 and dated 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

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



- 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 complaint 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

Name	Thilanka Kiriporuwa
Designation	Chief Corporate Services Officer
Address	Softlogic Life Insurance PLC 16th Floor, One Galle Face Tower, Colombo 02
Mobile	(+94) 777 331 696
Email	thilanka.kiriporuwa@softlogicleife.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 : 011 250 5541, 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@irsl.gov.lk / info@irsl.gov.lk