

POLICYHOLDERS' CHARTER

1. Introduction and Purpose

This Policyholders' Charter is established in compliance with the Insurance Regulatory Commission of Sri Lanka (IRC SL) Direction No. 9, with the aim of converting a Customer-Centric (2C) Culture into a Customer Confidence Centric (3C) Culture. It formalizes our commitment to adopt fair, equal, and transparent practices that foster stronger, more reliable relationships between Softlogic Life and our policyholders.

2. Scope

This Charter applies to all policyholders and potential policyholders of Softlogic Life Insurance PLC, covering the entire lifecycle of insurance services including product sale, policy servicing, claims handling, and complaint / grievance handling.

3. Service Standards – Policy Servicing Benchmarks

The service standard benchmarks based on the policy servicing activity are applicable upon receipt of all required documents as requested by Softlogic Life Insurance PLC. The service's benchmark days will commence only once the necessary documents have been submitted.

No.	Policy Servicing Activity	Service Benchmark			
01	Issuance of policy document after acceptance of proposal	Within 7 working days			
02	Proposal Cancellation	Within 7 working days			
03	Refund of premium (During cooling-off period and deducting medical expenses)	Within 7 working days			
04	Payment of surrender value	Within 7 working days			
05	Claim intimation to settlement of the claim	Cashless Claims	Reimbursement Claims	Corporate Claims	Death, CI and Disability Claims
5a	Acknowledgement of claim and notification of requirements	Within 30 minutes	Within 3 to 5 working days	Within 3 to 5 working days	Within 3 working days
5b	Settlement of claim (without investigation)				Within 7 working days
5c	Notification of repudiation/rejection with reasons				Within 7 working days
5d	Settlement of claim (with investigation)		Within 14 working days	Within 14 working days	Within 14 working days
6	Payment of Maturity Benefit	On Maturity Date or Within 7 working days			
7	Complaint management				
7a	Acknowledgement of complaint	Within 1 working days			
7b	Recording the Complaint	Immediately			
7c	Resolution of complaint	General Complaints - Within 3 working days Advisor Misappropriations – Within 14 working days			

8	Other Servicing Standards	
8a	Change of address/beneficiary/nominee/assignee in the policy	Within 3 working days
8b	Revival/alteration of the policy	Within 3 working days
8c	Issue of duplicate policy	Within 3 working days
8c	Financial alterations (e.g., cover change, member inclusion)	Within 5 working days
8d	Non-financial alterations (e.g., visa letters, surrender value certificates)	Within 3 working days
9	Loan Processing	Within 3 working days

(Table 1 : Service Standards – Policy Servicing Benchmarks)

3.10. Customer Support

A. Welcome Call

Our customer service team will initiate a call to the policyholder within one month of policy commencement. The purpose of this call is to brief the policyholder about the benefits, premiums, and other essential details of their policy.

B. Customer Support Touch Points

Customers can reach our dedicated customer support team for any inquiries, requests, complaints, or claim intimations through the following channels:

- Hotline: 1312 | +94 112 333 888 (24*7 Care Centre)
- WhatsApp: +94 112 333 888
- Email: info@softlogiclife.lk

4. Cooling-Off Period (Right of Cancellation)

In accordance with the IRC SL Direction No.1 of 2024, policyholders have the right to cancel their insurance policy during the specified cooling-off period, as stated in the policy document. Upon cancellation, policyholders will receive a refund of the unallocated premiums and any insurance charges and policy fees, less any medical expenses incurred.

5. Surrender & Paid-up Policy

The policy may acquire a surrender value based on the basic sum assured after being in force for at least three full years.

Once the policy has acquired a surrender value, if further premiums are not paid as required, the policy will not become void. Instead, it will automatically convert into a reduced paid-up policy.

For detailed information regarding the surrender and paid-up policy, please refer to the policy document.

6. Applicable Fees and Charges

All fees, whether fixed or variable, are disclosed herein in Table 2.

There are fee categories that are common to all plans issued by Softlogic Life Insurance PLC (Table 2), and there are fees applicable based on the specific product, as highlighted under Table 3.

Table 2 : Common fees and charges applicable for every product

No.	Fee Category	Fixed Fees (Rs.)	Variable Fees Rs.)
1	Servicing Fee		
1a	Normal revival	No Charge	-
1b	Special Revival	1,000.00	-
1c	Charges for issuing a duplicate policy document	500.00	-
1d	Duplicate Medical Card	300.00	-
2	Cancellation fees		
2a	FD cancellation	500.00	-
2b	Relief cancellation	500.00	-
3	Visa letters and Tax letters	No Charge	-
4	Policy loans	150.00	-
5	Any other specific confirmation letters requested by policyholders Example Premium payment confirmation and etc.	No Charge	-
6	Surrender Charge	500.00	-
7	Premium/Benefit Reduction	1,000.00	-

Table 3: Fees and Charges Product Wise Disclosure

Product Name	Policy Administration Fee (Rs.)	Premium allocation Charges (Rs.)	Fund Management Charges (Rs.)	Risk Charges (Rs.)	Any other (please specify) (Rs.)
Softlogic Life Family Plan	Based on the premium frequency below-mentioned admin fee will be applicable from the customer. Monthly – 60.00 Quarterly – 150.00 Half Yearly -300.00 Yearly – 500.00	N/A			Surrender Charge is applicable.
Softlogic Life Child Plan		N/A			Surrender Charge is applicable.
Softlogic Life Family Protector		N/A			Surrender Charge is applicable.
Softlogic Life Premium Relief Plan II		N/A			Surrender Charge is applicable.
Softlogic Life Level Term		N/A			
Softlogic Life Healthcare Plan		N/A			
Softlogic Life Funeral Expenses Plan		N/A			
Softlogic Life Loan Protector Plan (DTAP)	900.00	N/A			
Softlogic Life Protected Investment Plan	No Admin Fee.	N/A			Surrender Charge is applicable.
Softlogic Life Protected Savings Plan - Postal Services	No Admin Fee.	N/A			Surrender Charge is applicable.
Softlogic Life Protected Savings Plan	No Admin Fee.	N/A			Surrender Charge is applicable.

Softlogic Life Universal Plan	No Admin Fee.	<table><tr><th>Premium pay year</th><th>5 pay 5</th><th>5 pay</th><th>10 pay</th><th>15+ pay</th></tr><tr><td>1</td><td>80%</td><td>50%</td><td>25%</td><td>10%</td></tr><tr><td>2</td><td>95%</td><td>75%</td><td>75%</td><td>30%</td></tr><tr><td>3</td><td>100%</td><td>85%</td><td>85%</td><td>75%</td></tr><tr><td>4</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>5+</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></table>	Premium pay year	5 pay 5	5 pay	10 pay	15+ pay	1	80%	50%	25%	10%	2	95%	75%	75%	30%	3	100%	85%	85%	75%	4	100%	100%	100%	100%	5+	100%	100%	100%	100%	1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.					
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Softlogic Life Universal Savings Plus Plan	No Admin Fee.	<table><tr><th>Premium pay year</th><th>Policy Term 5 – 7</th><th>Policy Term 8 – 10</th></tr><tr><td>1</td><td>60.0%</td><td>50.0%</td></tr><tr><td>2</td><td>95.0%</td><td>90.0%</td></tr><tr><td>3</td><td>100%</td><td>95.0%</td></tr><tr><td>4</td><td>100%</td><td>100%</td></tr><tr><td>5 and above</td><td>100%</td><td>100%</td></tr></table>	Premium pay year	Policy Term 5 – 7	Policy Term 8 – 10	1	60.0%	50.0%	2	95.0%	90.0%	3	100%	95.0%	4	100%	100%	5 and above	100%	100%	1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.																	
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Softlogic Life Wealth Protector Plan	No Admin Fee.	<table><tr><th>Premium pay year</th><th>3 pay</th><th>5 pay</th><th>8 pay</th><th>10 pay</th></tr><tr><td>1</td><td>60%</td><td>50%</td><td>30%</td><td>25%</td></tr><tr><td>2</td><td>80%</td><td>75%</td><td>75%</td><td>75%</td></tr><tr><td>3</td><td>100%</td><td>85%</td><td>85%</td><td>85%</td></tr><tr><td>4</td><td></td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>5</td><td></td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>6+</td><td></td><td></td><td>100%</td><td>100%</td></tr></table>	Premium pay year	3 pay	5 pay	8 pay	10 pay	1	60%	50%	30%	25%	2	80%	75%	75%	75%	3	100%	85%	85%	85%	4		100%	100%	100%	5		100%	100%	100%	6+			100%	100%	1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.
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Softlogic Life Good Health Series	N/A	N/A	N/A	N/A	N/A	N/A																																		
Softlogic Life Legacy Plan	Monthly Rs.250/- will be charged per month for all premium modes and inflates yearly at 5% per annum.	<table><tr><th>Premium pay year</th><th>10-14</th><th>15+</th><th>Single premium</th></tr><tr><td>1</td><td>50%</td><td>20%</td><td>75%</td></tr><tr><td>2</td><td>85%</td><td>60%</td><td></td></tr><tr><td>3</td><td>95%</td><td>80%</td><td></td></tr><tr><td>4 - 10</td><td>95%</td><td>95%</td><td></td></tr><tr><td>11 and above</td><td>98%</td><td>98%</td><td></td></tr></table>	Premium pay year	10-14	15+	Single premium	1	50%	20%	75%	2	85%	60%		3	95%	80%		4 - 10	95%	95%		11 and above	98%	98%		1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.											
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Softlogic Life Ultimate Loan Protector	No Admin Fee.	<table><tr><th>Premium pay year</th><th>5 to 7</th><th>8 to 10</th><th>11 to 14</th><th>15+</th></tr><tr><td>1</td><td>60%</td><td>50%</td><td>25%</td><td>10%</td></tr><tr><td>2</td><td>95%</td><td>90%</td><td>75%</td><td>30%</td></tr><tr><td>3</td><td>100%</td><td>95%</td><td>85%</td><td>75%</td></tr><tr><td>4</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>5+</td><td>100%</td><td>100%</td><td>100%</td><td>100%</td></tr></table>	Premium pay year	5 to 7	8 to 10	11 to 14	15+	1	60%	50%	25%	10%	2	95%	90%	75%	30%	3	100%	95%	85%	75%	4	100%	100%	100%	100%	5+	100%	100%	100%	100%	1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.												
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Softlogic Life Wealth Plan	<p>If Premium frequency is regular premiums the below fee will be applicable.</p> <p>Monthly – 60.00 Quarterly – 150.00 Half Yearly - 300.00 Yearly – 500.00</p> <p>If Premium frequency is Single premium Rs.500.00 will be charged once.</p>	<table><tr><th>Premium pay year</th><th>Single Premium</th><th>3- Pay 5</th><th>5- Pay 10</th><th>10- Pay</th><th>15+ Pay</th></tr><tr><td>1</td><td>85%</td><td>75%</td><td>50%</td><td>45%</td><td>25%</td></tr><tr><td>2</td><td></td><td>90%</td><td>85%</td><td>60%</td><td>45%</td></tr><tr><td>3</td><td></td><td>100%</td><td>95%</td><td>85%</td><td>70%</td></tr><tr><td>4</td><td></td><td></td><td>100%</td><td>95%</td><td>85%</td></tr><tr><td>5</td><td></td><td></td><td>100%</td><td>100%</td><td>95%</td></tr><tr><td>6+</td><td></td><td></td><td></td><td>100%</td><td>100%</td></tr></table>	Premium pay year	Single Premium	3- Pay 5	5- Pay 10	10- Pay	15+ Pay	1	85%	75%	50%	45%	25%	2		90%	85%	60%	45%	3		100%	95%	85%	70%	4			100%	95%	85%	5			100%	100%	95%	6+				100%	100%	1.25 % p.a. of the Unit Fund	Mortality charge – Based on 100% of A67/70 table & TPD charge – Based on 100% of reinsurance rate	Surrender Charge is applicable.
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Softlogic Life Group Life Insurance Plan	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable																																										
Softlogic Life Per Day Insurance Plan	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable																																										
Softlogic Life - Group Life Assurance Policy for Dialog Customers (Genie)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable																																										
Softlogic Life Postal Insurance Plan	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable																																										
Softlogic Life Group Micro Loan Protector	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable																																										
Softlogic Life Cooperate Pension Plan	No Admin Fee	<table><tr><th>Policy Year</th><th>Term 5 – 9</th><th>Term 10 – 14</th><th>Term 15 & above</th></tr><tr><td>1</td><td>70%</td><td>35%</td><td>35%</td></tr><tr><td>2</td><td>90%</td><td>75%</td><td>75%</td></tr><tr><td>3</td><td>100%</td><td>85%</td><td>85%</td></tr><tr><td>4</td><td>100%</td><td>100%</td><td>100%</td></tr><tr><td>5 and above</td><td>100%</td><td>100%</td><td>100%</td></tr></table>	Policy Year	Term 5 – 9	Term 10 – 14	Term 15 & above	1	70%	35%	35%	2	90%	75%	75%	3	100%	85%	85%	4	100%	100%	100%	5 and above	100%	100%	100%	1% p.a. of the Investment Account Value	Mortality charge - 100% of A67/70 table & TPD charge - 100% of reinsurance rate	Surrender Charge is applicable.																		
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7. Responsibilities of Policyholders

To support fair and efficient service delivery, policyholders are expected to:

- Provide accurate and complete information at the proposal stage and the revival or reinstatement of lapsed policies.
- Notify Softlogic Life of any changes in contact details, beneficiaries, nominees, Permanent addresses, Country of Residence, or Occupation.
- Pay premiums on time to enable us to honor benefits/claims without disappointments and avoid lapses in coverage.
- You have the option to pay premiums using the methods listed below. Additionally, you can scan the QR code to access our LifeUP application for a seamless premium payment experience



Through Web
www.softlogiclifelk.lk



Through Life UP
App



Through a standing
order



Pay directly to bank
Sampath Bank
Nations Trust Bank
Commercial Bank



Through our
branches



Through Easy
Payment Methods

eZ Cash
m Cash



QR Code

- Read and understand the benefits, terms and conditions applicable for the policy.
- Retain records of correspondence and documents for future reference.

8. Complaint Resolution and Escalation

Our complaint handling process is available for public's perusal on our website and the policyholders may lodge complaints via:

- Hotline: 1312 / +94 112 333 888
- Email: info@softlogiclifelk.lk / complaints@softlogiclifelk.lk
- Whatsapp: +94 112 333 888
- Branches: At any of our island-wide branches
- Website: www.softlogiclifelk.lk

If unresolved, policyholders may escalate their complaint to the Insurance Ombudsman of Sri Lanka.

9. Charter Accessibility

This Policyholders' Charter shall be:

- Displayed prominently on the company's official website;
- Available in all customer service locations;
- Provided to policyholders upon request.
- Can access through the LifeUp Application.

10. Staff Training and Awareness

All Softlogic Life staff, sales personnel, and insurance agents will undergo mandatory awareness programs on the contents of this Charter and the minimum service standards to be upheld. Records of all training sessions will be maintained for regulatory inspection and internal audit.

11. Board Oversight and Review

This Charter shall be:

- Reviewed and approved by the Board of Directors every three (03) years, or earlier if required due to regulatory or service-level changes.
- Updated to reflect evolving service expectations and policyholder rights.

12. Statement of Commitment

Softlogic Life reaffirms its dedication to putting customers first, by ensuring clarity, consistency, speed, and respect across every service interaction.

Approved by the Board of Directors
Softlogic Life Insurance PLC
Date: 13th June 2025