



# **CO-OPERATIVE INSURANCE COMPANY PLC**

## **Customer Complaints Handling Procedure**

## Customer Complaints Handling Procedure

We make all our best efforts to provide a pleasant experience with us in all aspects of dealing with our customers but, if you encounter dissatisfaction with our services, you have the facility to express your thoughts with us at Co-operative Insurance. We assure we will deal with your matter on time with fullest attention, due diligence and in a fair manner.

### 1. You may forward your complaint to any of the following at your convenience,

- I. By visiting customer complaint unit at Head office or any branch office
- II. By Telephone – Contact the following officer,  
Name – Ms. Chandani Tissera  
Position - Complaint Handling Officer (CHO)  
Phone No - 0112472795
- III. By email – [complaint@coopinsu.com](mailto:complaint@coopinsu.com)
- IV. By Post – Send your letter of Complaint along with relevant documents to,  
  
The Complaint Handling Officer  
Co-operative Insurance Company PLC  
Co-operative Insurance House  
No. 74/5, Grandpass Road  
Colombo - 14
- V. Via Online – Please visit our website [www.ci.lk](http://www.ci.lk)  
  
You can submit Complaint Submission Form [www.ci.lk/complaint](http://www.ci.lk/complaint)

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

- I. Name of Policy holder
- II. contact details of Complainant ( Mobile/ Land No, Email , Postal Address )
- III. References: Policy No. / Vehicle No. / Claim No, if any
- IV. Complaint in brief
- V. Any supporting documents

### 3. Time period taken to acknowledge

All complaints will be acknowledged within three working days and sent to the customer either text message, E-mail or by post.

### 4. Process of handling the complaint (including timelines)

- I. All complaints are registered and acknowledged within 3 working days. All complaints are proceeded with the Reference nos. generated and in the language in which the complaint was lodged.
- II. If a resolution is provided to a complaint within 3 working days, it is communicated with the acknowledgement.
- III. All Resolutions/ Responses of complaints are sent within 14 working days from the date of the complaint received.
- IV. Responses to appeals made against resolutions provided are sent within 30 working days from the date of receiving the complaint.
- V. Where more time is required in order to provide a satisfactory resolution, the complainants are notified (before the expiry of the timeline) of the reasons for the delay along with the date at which a resolution can be expected.
- VI. Once a resolution has been given by the company, the subject will be closed in the absence of any appeal from the complainant within four (4) weeks from the date of dispatch of the resolution.

### 5. How to check the present status with regard to a complaint made,

- I. Via phone – contact Complaint Handling Officer,  
0112472795
- II. Vail Email – [complaint@coopinsu.com](mailto:complaint@coopinsu.com)

### 6. To whom the matter (an appeal) to be referred to if the complainant is not satisfied with the initial resolution of the CHO

Name	Mr. Priyankara Rajapaksha
Designation	Managing Director/Chief Executive Officer
Address	Co-operative Insurance Company PLC "Co-operative Insurance House" No. 74/5, Grandpass Road, Colombo - 14
Telephone	0112342221
E-mail	md@coopinsu.com/ceo@coopinsu.com

**7. Alternative Dispute Resolution (ADR) mechanisms available (if the complainant is not satisfied with the final resolution of the appeal)**

Once a resolution has been given by the company, the complainant has the option to use the following alternative dispute resolution methods.

I. Insurance Ombudsman of Sri Lanka

Address: No. 143A, Vajira Road, Colombo- 05

Email: [info@insuranceombudsman.lk](mailto:info@insuranceombudsman.lk)

Tel: 011 2505542 / 011 250 5041

II. Arbitration

As per the Arbitration Clause in the Policy Wording, if the customer wishes to contact the Insurance Regulatory Commission of Sri Lanka, the details are given below.

Contact: Director Investigation

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](mailto:investigation@ircsl.gov.lk) / [info@ircsl.gov.lk](mailto:info@ircsl.gov.lk)