

POLICYHOLDER COMPLAINTS HANDLING PROCEDURE

CO-OPERATIVE INSURANCE COMPANY PLC



VERSION 1.0

DOCUMENT DETAILS

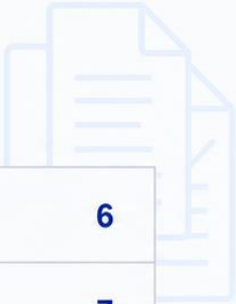
DOCUMENT NAME	POLICYHOLDER COMPLAINTS HANDLING PROCEDURE
DOCUMENT VERSION	1.0
ORIGINATING BUSINESS FUNCTION	COMPLAINTS MANAGEMENT FUNCTION
DOCUMENT OWNER /CUSTODIAN AND RESPONSIBLE FOR MAINTENANCE	PRIYANKARA RAJAPAKSHE – CHIEF EXECUTIVE OFFICER
REVIEWED AND APPROVED BY	BOARD OF DIRECTORS
VERSION EFFECTIVE DATE	
REVIEW FREQUENCY	ANNUALLY
PROCEDURE REQUIRED BY	REGULATOR (INSURANCE REGULATORY COMMISSION OF SRI LANKA)
LANGUAGE	AVAILABLE IN THREE LANGUAGES - SINHALA TAMIL ENGLISH



VERSION CONTROL

VERSION	NOTES	APPROVAL DATE	ISSUED BY
1.0			POLICYHOLDER COMPLAINTS MANAGEMENT DIVISION/ UNIT

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1. INTRODUCTION

CO-OPERATIVE INSURANCE COMPANY PLC IS ONE OF SRI LANKA'S LEADING INSURANCE SERVICE PROVIDERS, COMMITTED TO DELIVERING RELIABLE, CUSTOMER-CENTRIC, AND INNOVATIVE INSURANCE SOLUTIONS TO INDIVIDUALS, BUSINESSES, AND COMMUNITIES ACROSS THE COUNTRY. GUIDED BY COOPERATIVE VALUES AND PRINCIPLES, THE COMPANY CONTINUOUSLY STRIVES TO SAFEGUARD THE INTERESTS OF ITS POLICYHOLDERS THROUGH ETHICAL BUSINESS PRACTICES, PROFESSIONALISM, TRANSPARENCY, AND SERVICE EXCELLENCE.

AS A LICENSED INSURER REGULATED BY THE INSURANCE REGULATORY COMMISSION OF SRI LANKA (IRCSL), THE COMPANY IS DEDICATED TO MAINTAINING HIGH STANDARDS OF GOVERNANCE, REGULATORY COMPLIANCE, AND FAIR TREATMENT OF POLICYHOLDERS. THROUGH ITS EXTENSIVE BRANCH NETWORK AND DEDICATED SERVICE TEAMS, THE COMPANY ENDEAVORS TO PROVIDE EFFICIENT, ACCESSIBLE, AND RESPONSIVE SERVICES TO ALL STAKEHOLDERS.

THIS POLICYHOLDER COMPLAINTS HANDLING PROCEDURE OUTLINES THE STANDARD APPROACH FOLLOWED BY CO-OPERATIVE INSURANCE COMPANY PLC TO ENSURE THAT POLICYHOLDER COMPLAINTS ARE ACKNOWLEDGED, REVIEWED, AND RESOLVED IN A FAIR AND TIMELY MANNER. WE ARE COMMITTED TO DELIVERING OUR SERVICES WITH INTEGRITY, PROFESSIONALISM, AND TRANSPARENCY TO ALL POLICYHOLDERS. WHILE WE STRIVE TO MAINTAIN THE HIGHEST STANDARDS OF SERVICE, WE RECOGNIZE THAT SITUATIONS MAY ARISE WHERE POLICYHOLDERS MAY BE DISSATISFIED WITH THE SERVICE PROVIDED. IN SUCH INSTANCES, THIS PROCEDURE ENSURES THAT CONCERNS ARE ADDRESSED PROMPTLY, IMPARTIALLY, AND EFFECTIVELY.

TO SUPPORT EFFECTIVE RESOLUTION OF SUCH CONCERNS, CO-OPERATIVE INSURANCE COMPANY PLC MAINTAINS A COMPREHENSIVE COMPLAINTS MANAGEMENT FUNCTION IN ACCORDANCE WITH THE COMPANY'S COMPLAINTS MANAGEMENT POLICY. A DESIGNATED COMPLAINTS HANDLING OFFICER NAMED "OFFICER-IN-CHARGE OF POLICYHOLDER COMPLAINTS MANAGEMENT FUNCTION" OVERSEES THE PROCESS TO ENSURE THAT EACH COMPLAINT IS HANDLED WITH IMPARTIALITY, CLARITY, AND DUE CARE.

THIS DOCUMENT SERVES AS A GUIDE FOR POLICYHOLDERS ON HOW TO LODGE A COMPLAINT AND OUTLINES THE STEPS INVOLVED IN HANDLING, ESCALATING, AND RESOLVING COMPLAINTS, IN COMPLIANCE WITH THE GUIDELINES ON COMPLAINTS HANDLING BY INSURERS AND BROKERS (2016) ISSUED BY THE INSURANCE REGULATORY COMMISSION OF SRI LANKA (IRCSL).

2. DEFINITIONS

FOR THE PURPOSE OF THE GUIDELINES ON COMPLAINTS HANDLING BY INSURERS AND BROKERS (2016), FOLLOWING DEFINITIONS ARE APPLICABLE FOR THIS PROCEDURE:



'COMPLAINT' - AN EXPRESSION OF DISSATISFACTION MADE TO AN INSURER OR BROKER ABOUT THE SERVICES PROVIDED BY SUCH INSURER, BROKER OR AN AGENT.



'COMPLAINANT' - A PERSON WHO HAS MADE A COMPLAINT TO AN INSURER OR A BROKER.



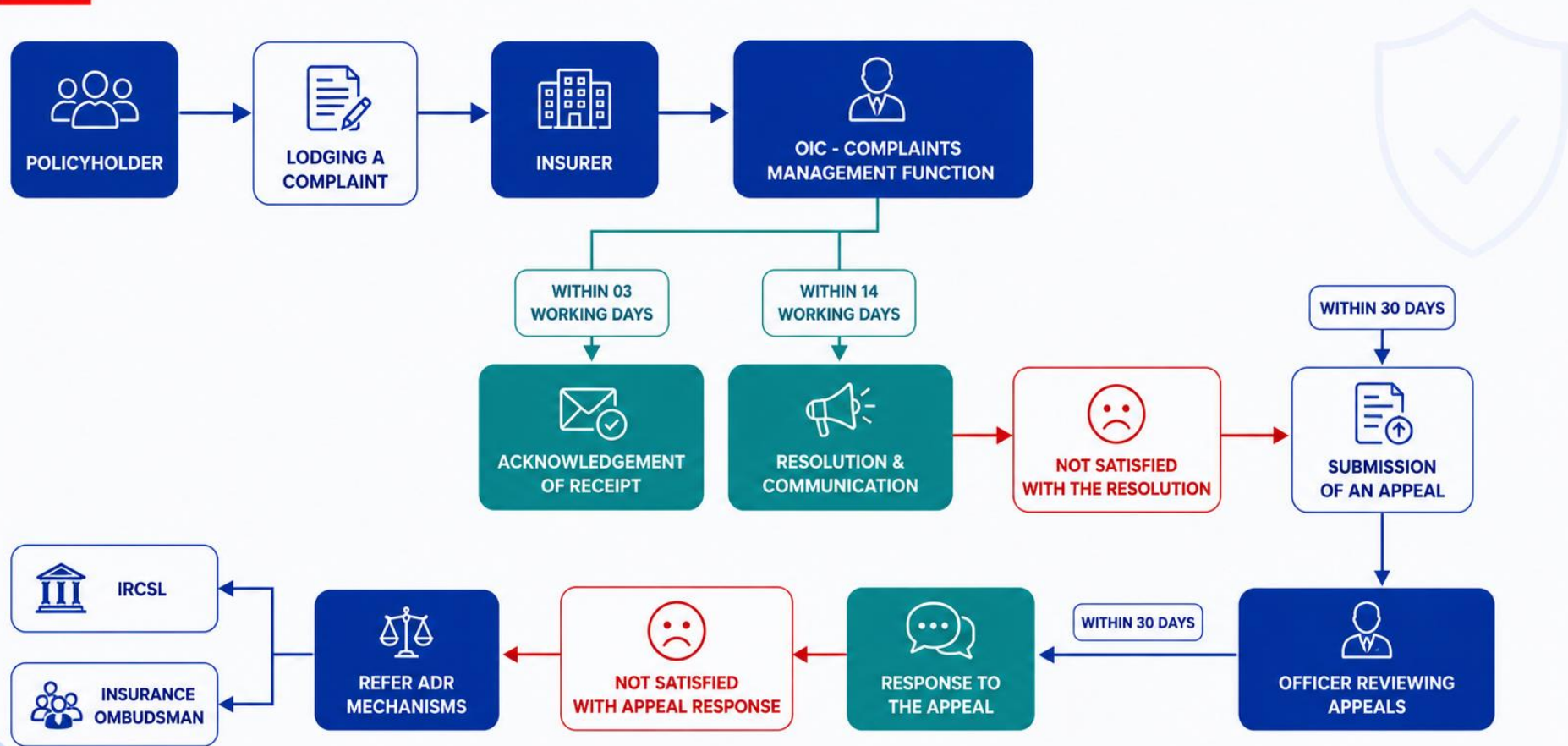
'OFFICER-IN-CHARGE OF POLICYHOLDER COMPLAINTS MANAGEMENT FUNCTION' - DESIGNATED SENIOR MANAGERIAL PERSONNEL OF THE INSURER WHO HOLDS PRIMARY RESPONSIBILITY FOR OVERSEEING, MANAGING, AND ENSURING THE EFFECTIVE, FAIR, AND TIMELY HANDLING OF POLICYHOLDER COMPLAINTS.



'OFFICER REVIEWING APPEALS' - THE PRINCIPAL OFFICER OR SPECIFIED OFFICER OF THE INSURER SERVING AS THE SECOND LEVEL OF COMPLAINT ESCALATION, RESPONSIBLE FOR RESOLVING APPEALS EFFICIENTLY AND EFFECTIVELY WHILE SAFEGUARDING POLICYHOLDER INTERESTS.



3. POLICYHOLDER COMPLAINTS HANDLING PROCEDURE - INFOGRAPHIC



4. INDICATIVE COMPLAINT HANDLING TIMELINES

THE TIMELINES PROVIDED BELOW REPRESENT THE MINIMUM STANDARDS PRESCRIBED UNDER THE GUIDELINES ON COMPLAINTS HANDLING BY INSURERS AND BROKERS, 2016 FOR HANDLING POLICYHOLDER COMPLAINTS.

PROCESS	TURNAROUND TIME (TAT)
ACKNOWLEDGEMENT OF THE COMPLAINT	WITHIN 2 WORKING DAYS FROM THE DATE OF RECEIPT
RESOLUTION OF COMPLAINT AND COMMUNICATION TO THE COMPLAINANT ON THE RESOLUTION OR ANY DELAYS IN RESOLUTION	WITHIN 14 WORKING DAYS FROM THE DATE OF RECEIPT (COMPLAINANT SHALL BE KEPT INFORMED ON A CONTINUOUS BASIS UNTIL A RESOLUTION IS PROVIDED)
ACCEPTANCE OF APPEALS	WITHIN 30 DAYS FROM DATE OF COMMUNICATING THE RESOLUTION OR RESPONSE
RESPONSE TO AN APPEAL MADE AGAINST A RESOLUTION PROVIDED	WITHIN 30 DAYS FROM THE DATE OF RECEIPT OF THE APPEAL

* THESE TIMELINES MAY BE EXTENDED IN SITUATIONS WHERE THE COMPLAINT IS COMPLEX IN NATURE. SUCH COMPLEXITY MAY ARISE DUE TO VARIOUS FACTORS AND IF THIS OCCURS, WE WILL EXPLAIN THE REASONS FOR THE DELAY AND KEEP YOU UPDATED UNTIL THE MATTER IS FULLY RESOLVED.



5. HOW TO MAKE A COMPLAINT

COMPLAINTS MAY BE SUBMITTED IN SINHALA, TAMIL, OR ENGLISH. RESPONSES WILL BE COMMUNICATED IN THE SAME LANGUAGE IN WHICH THE COMPLAINT IS MADE.

WE PROVIDE MULTIPLE CONVENIENT CHANNELS FOR POLICYHOLDERS TO SUBMIT COMPLAINTS REGARDING ANY DISSATISFACTION WITH OUR PRODUCTS OR SERVICES. OUR DEDICATED POLICYHOLDER COMPLAINTS MANAGEMENT TEAM CAN BE CONTACTED THROUGH ANY OF THE COMMUNICATION METHODS LISTED BELOW:



MODE OF COMMUNICATION	CONTACT NUMBER/ ADDRESS/ E-MAIL ADDRESS	
VERBALLY	 I. TELEPHONE	1376
	 II. VISITING	NO 74/5, GRANDPASS ROAD, COLOMBO 14 IN ADDITION, YOU CAN LODGE YOUR COMPLAINT BY REACHING OUT TO ANY OF OUR BRANCHES.
WRITING	 I. EMAIL	complaint@coopinsu.com
	 II. FAX	
	 III. POST	NO 74/5, GRANDPASS ROAD, COLOMBO 14
	 IV. ONLINE	https://www.ci.lk/complaint

6. TO WHOM TO ADDRESS THE COMPLAINT

YOUR COMPLAINTS SHOULD BE DIRECTED TO THE OFFICER-IN-CHARGE OF THE POLICYHOLDER COMPLAINTS MANAGEMENT FUNCTION.

DIRECT CONTACT OF OFFICER-IN-CHARGE OF POLICYHOLDER COMPLAINTS MANAGEMENT FUNCTION		
	NAME	DILSHANI SEWWANDIKA
	DESIGNATION	ASSISTANT MANAGER - OFFICER-IN-CHARGE OF <u>POLICYHOLDER COMPLAINTS</u> MANAGEMENT FUNCTION
	ADDRESS	NO 74/5, GRANDPASS ROAD, COLOMBO 14
	DIRECT LINE	1376
	MOBILE	
	FAX	
	E-MAIL	complaint@coopinsu.com



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

A POLICYHOLDER MAY LODGE A VERBAL COMPLAINT THROUGH THE CALL CENTER; HOWEVER, IT IS STRONGLY RECOMMENDED TO SUBMIT A WRITTEN COMPLAINT ALONG WITH THE FOLLOWING DOCUMENTS/INFORMATION TO GATHER ALL RELEVANT EVIDENCE AND INFORMATION IN INVESTIGATING A COMPLAINT.



✓	I. A WRITTEN COMPLAINT LETTER, CLEARLY STATING THE POLICYHOLDER'S FULL NAME, ADDRESS, POLICY NUMBER, OR THE NATIONAL IDENTITY CARD (NIC) NUMBER.
✓	II. A DETAILED OUTLINE OF ALL RELEVANT EVENTS, INCLUDING ANY CIRCUMSTANCES OR OCCURRENCES THAT MAY HAVE A BEARING ON THE COMPLAINT.
✓	III. COPIES OF ALL SUPPORTING DOCUMENTS RELATED TO THE MATTER, SUCH AS LETTERS, QUOTATIONS, AND PREVIOUS CORRESPONDENCE.
✓	IV. PROOF OF ANY LOSSES SUSTAINED, WHERE APPLICABLE.
✓	V. A STATEMENT SPECIFYING THE EXPECTED RESOLUTION OR REMEDIAL ACTION THE COMPLAINANT BELIEVES IS NECESSARY TO ADDRESS THE ISSUE.
✓	VI. ANY ADDITIONAL DOCUMENTS OR INFORMATION THAT THE COMPANY MAY REASONABLY REQUEST BASED ON THE NATURE AND COMPLEXITY OF THE COMPLAINT.



8. WHEN THE COMPLAINT WILL BE ACKNOWLEDGED

ALL COMPLAINTS WILL BE REGISTERED AND ACKNOWLEDGED WITHIN 2 WORKING DAYS OF RECEIPT VIA A LETTER/ EMAIL. A REFERENCE NUMBER FOR EACH COMPLAINT WILL BE PROVIDED ALONG WITH THE ACKNOWLEDGEMENT. THE ACKNOWLEDGEMENT CONTAINS THE NAME, DESIGNATION, AND CONTACT DETAILS OF THE OFFICER TO BE CONTACTED BY YOU IN RELATION TO THE COMPLAINT.

FURTHER, IF A RESOLUTION CAN BE PROVIDED TO A COMPLAINT WITHIN 3 WORKING DAYS, THE RESOLUTION WILL ALSO BE COMMUNICATED ALONG WITH THE ACKNOWLEDGEMENT.



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

POLICYHOLDERS CAN SIMPLY CHECK THE PRESENT STATUS OF THE COMPLAINT BY CONTACTING OUR CALL CENTER ON 1376 OR COMPLAINT MANAGEMENT DIVISION/UNIT ON

IN ADDITION, ANY COMMUNICATION CHANNEL USED TO LODGE THE COMPLAINT, AS MENTIONED IN SECTION NO. 5 ABOVE, MAY ALSO BE USED TO TRACK ITS PROGRESS. WHEN MAKING A STATUS INQUIRY, POLICYHOLDERS ARE REQUIRED TO PROVIDE THE UNIQUE REFERENCE NUMBER ASSIGNED TO THEIR COMPLAINT TO FACILITATE PROMPT ASSISTANCE.

10. DESIGNATION AND CONTACT DETAILS OF THE 'OFFICER REVIEWING APPEALS': TO WHOM AN APPEAL TO BE REFERRED TO IF THE COMPLAINANT IS NOT SATISFIED WITH THE INITIAL RESOLUTION

POLICYHOLDERS MAY SUBMIT AN APPEAL TO THE 'OFFICER REVIEWING APPEALS' IF THEY ARE NOT SATISFIED WITH THE INITIAL RESOLUTION PROVIDED BY THE COMPANY'S COMPLAINTS MANAGEMENT DIVISION/UNIT. THE OFFICER REVIEWING APPEALS WHO IS THE PRINCIPAL OFFICER OR SPECIFIED OFFICER OF THE COMPANY SERVES AS THE SECOND LEVEL OF COMPLAINT ESCALATION WITHIN THE COMPANY, ENSURING THAT COMPLAINTS ARE RESOLVED EFFICIENTLY AND EFFECTIVELY WHILE SAFEGUARDING POLICYHOLDER INTERESTS.



DIRECT CONTACT OF THE 'OFFICER REVIEWING APPEALS'	
NAME	G G DAYASUMANA
DESIGNATION	PRINCIPAL OFFICER
ADDRESS	NO 74/5, GRANDPASS ROAD, COLOMBO 14
DIRECT LINE	
MOBILE	0718040069
FAX	
E-MAIL	md@coopins.com

11. ALTERNATIVE DISPUTE RESOLUTION (ADR) MECHANISMS AVAILABLE, IF THE COMPLAINANT IS NOT SATISFIED WITH THE FINAL RESOLUTION

IF POLICYHOLDERS ARE NOT SATISFIED WITH THE FINAL RESOLUTION PROVIDED BY THE COMPANY UPON COMPLETION OF THE APPEAL PROCESS, THEY MAY SEEK FURTHER REDRESS BY PURSUING ANY OF THE ALTERNATIVE DISPUTE RESOLUTION (ADR) MECHANISMS LISTED BELOW, WHICH ARE AVAILABLE AS EXTERNAL DISPUTE RESOLUTION OPTIONS.

 THE SRI LANKA INSURANCE OMBUDSMAN	
 MECHANISM	THE SRI LANKA INSURANCE OMBUDSMAN
 ADDRESS	THE SRI LANKA INSURANCE OMBUDSMAN NO 1, BETHESDA PLACE COLOMBO 05
 CONTACT NUMBER	011-2505542/ 011-2505041
 EMAIL	info@insuranceombudsman.lk
 WEBSITE	insuranceombudsman.lk

 INSURANCE REGULATORY COMMISSION OF SRI LANKA	
 MECHANISM	INSURANCE REGULATORY COMMISSION OF SRI LANKA
 ADDRESS	DIRECTOR - INVESTIGATION INSURANCE REGULATORY COMMISSION OF SRI LANKA LEVEL 11, EAST TOWER WORLD TRADE CENTRE COLOMBO 01
 CONTACT NUMBER	011-2396184-9/ 011-2335167
 EMAIL	investigation@ircsl.gov.lk info@ircsl.gov.lk
 WEBSITE	http://ircsl.gov.lk