



# **CO-OPERATIVE INSURANCE COMPANY PLC**

## **Customer Complaints Handling Procedure**

# Customer Complaints Handling Procedure

## 1. How to make a complaint

By Telephone – Rasika Wickramarachchi – Confidential Secretary to CEO -

0112342221

By email - [cus.complaints@coopinsu.com](mailto:cus.complaints@coopinsu.com)

By Post – Co-operative Insurance Company PLC  
“Co-operative Insurance House”,  
No. 74/5, Grandpass Road, Colombo - 14

By visiting

Via Online - Complaint submission form can be downloaded from our website:

[www.ci.lk](http://www.ci.lk) → Please click on the "Complaints" tab

Contact details of the Officer in Charge

Name	Mr. Chanaka Nugegoda
Designation	Manager Risk & Compliance
Address	Co-operative Insurance Company PLC “Co-operative Insurance House”, No. 74/5, Grandpass Road Colombo - 14
Direct Line	0112557300 (ext 252)
Mobile	0704722899
Fax	-
E-mail	<a href="mailto:cus.complaints@coopinsu.com">cus.complaints@coopinsu.com</a>

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

- I. Complaint in brief
- II. Name and contact details of Complainant
- III. References: Policy No. / Vehicle No. / Claim No.
- IV. Any supporting documents

## **3. Time period taken to acknowledge**

Within 3 working days

## **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 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 call to the Confidential Secretary to CEO: 011 2342221
- II. Via email to [cus.complaints@coopinsu.com](mailto:cus.complaints@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 OIC**

Name	Ms. Lanka Perera
Designation	Chief Executive Officer
Address	Co-operative Insurance Company PLC "Co-operative Insurance House" No. 74/5, Grandpass Road Colombo - 14
Direct Line	0112342221
Mobile	0715329980
E-mail	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

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.

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