

Customer Complaints Handling Procedure

1. How to make a complaint

- ✓ Officer In charge of Customer Complaints Management Function (including claim disputes)

Direct Contact of Officer In Charge

Name	Amila Karunasena
Designation	Assistant Manager (CRM)
Address	29/2, Sharnell Building Visaka Road,Colombo 04
Direct line	0112058378
Mobile	0772704423
Fax	0112590495
Email	amila@liclanka.com

Name	Lalani Jayaratne
Designation	AGM (T)
Address	29/2, Sharnell Building Visaka Road,Colombo 04
Direct line	0112552277 – ext 31
Mobile	0774778363
Fax	0112590495
Email	lalani@liclanka.com

- ✓ Complaint submission form in website
www.liclanka.com

✓ Other methods

Online - www.liclanka.com → Feedback → Customer Complaints

Email - crm@liclanka.com

Fax - 011 2590495

Post - Corporate office, LIC Lanka Ltd, Sharnell Building, Visaka Road, Colombo 4

Regional - GM- Sales & Admin (North & East)

Contact No 0777 846126

CMO - South & West

Contact No 0777 840817

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

* Complaint submission form

* Supporting documents if any

3. Time period taken to acknowledge.

Written acknowledgement will be sent within 3 working days of receipt of the complaint.

4. Process of handling the complaint (including time line)

1. Record the complaint in complaint register
2. Issue reference number
3. Acknowledge the customer, if resolution procedure takes more than 3 days
- 4.** Analyze the Grievance/Complaint
5. Collate supporting evidence/details and documents
6. Find out root cause behind the complaint
7. Resolution
8. The final letter of resolution/ Rejection will be sent to the complainant within 14 days of the complaint received
9. Close the complaint, if no feedback received for 4 weeks from the date of receipt of resolution or response

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

By Contacting the CRM through –Phone, Post or Email

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	Mr S C Pattanayak
Designation	CEO / Principal Officer
Address	29/2, Sharnell Building Visaka Road, Colombo 04
Direct Phone line	0112552277 – ext 40
Mobile	0773623977
Fax	0112590495
Email	ceo@liclanka.com

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

- Details of the Ombudsman

The Ombudsman

Address 143 A, Vajira Road, Colombo 5
Telephone Number 011 2505542/0112505541
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@ircsl.gov.lk / info@ircsl.gov.lk