



COMPLAINT HANDLING PROCEDURE

Your feedback is valuable to us as this is how we can do what's best for you. So, if our services are not on par with what you're looking for, just give us a shout. We will ensure to make it right. Your queries and complaints help us 'refine' our service delivery to perfection. Your happiness and satisfaction mean everything to us.

How to get in touch with us?

In person:

Visit your local branch and speak to the Branch Manager or visit our Head Office and talk to the Customer Complaints Officer.

By post:

Customer Complaints Officer
Fairfirst Insurance Limited
Access Towers II (14th Floor),
No. 278/4, Union Place,
Colombo 02.

By phone:

Customer Complaints Officer
Open daily 8.30 a.m. - 5.00 p.m.
Tel.: +94 11-2428282

Your calls may be recorded for customers care purposes in order to clearly understand your needs better.

By e-mail:

feedback@fairfirst.lk

If you need to enclose confidential information or enclose copies of important documents, please contact us via post/e-mail. All e-mails will be replied via e-mails.

By web application:

www.fairfirst.lk

What we do?

- We will do our utmost to resolve your issues within fourteen days.
- Acknowledge all complaints lodged within three working days.
- Keep you informed of our progress.
- If you are not happy with our response, please inform us so that we get a chance to see what more we need to do.
- If our investigation takes more than fourteen days from the original date you contacted us on, we will provide an interim update on our progress.
- Once we consider all aspects of your complaint, we will send you the final response.

What if you are not satisfied with the final resolution?

- Kindly contact us first/make an appeal to the Head of Legal, Risk & Compliance who will take all efforts to resolve the issue.
- If by any chance you are not satisfied with our final response, you may refer to Alternative Dispute Resolution (ADR) mechanisms to review your complaint or intervene to resolve your issue.

You may contact any of the following Alternative Dispute Resolution (ADR) mechanisms:

- **There is an Insurance Ombudsmen Service that provides free, independent services to customers who need to resolve disputes with insurance firms.**

How to contact the Financial Ombudsmen Service?**By post:**

The Insurance Ombudsman
Office of the Insurance Ombudsmen
No. 143 A, Vajira Road, Colombo 05.

By phone:

+94 11 452 8671, +94 11 250 5542

By e-mail:

info@insuranceombudsman.lk

- **You may refer to the Insurance Regulatory Commission of Sri Lanka.**

How to contact the Insurance Regulatory Commission of Sri Lanka?**By post:**

Insurance Regulatory Commission of Sri Lanka
Level 11, East Tower,
World Trade Centre,
Echelon Square, Colombo 01.

By phone:

+94 11 2396185

The above ADR mechanisms will step in after we have had the chance to look into the issue you have raised.

We value your constructive feedback because serving you with the best is what matters to us.