



COMPLAINT HANDLING PROCEDURE

Your feedback is valuable to us. If our services do not rise up to your needs, just tell us. We will give top priority to put it right. Your queries, complaints help us to 'refine' our service delivery to perfection. Your happiness and satisfaction means everything to us.

1. HOW TO MAKE A COMPLAINT

a) In person – Visiting a Branch

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

b) By post-

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

c) Direct Contact - Officer In Charge

Name : Ms Tania Nanayakkara
Designation : Manager – Compliance
Address : Access Towers II (14th Floor),
No. 278/4, Union Place,
Colombo 02.
Contactable : 8.30 a.m. -5.00 p.m. working days
Landline : 94 11-2428282
Mobile : 94763461836
Email : feedback@fairfirst.lk

d) Web Application – www.fairfirst.lk

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

- Customer Name
- Policy No/Vehicle No
- Your Complaint
- Customer Mobile No
- Customer Email Address

3. TIME PERIOD TAKEN TO ACKNOWLEDGE.

- Upon receiving a complaint an acknowledgment will be sent to the complainant via email, SMS or over a call within 24 hrs.

4. PROCESS OF HANDLING THE COMPLAINT (INCLUDING TIMELINE)

- We will do our utmost to resolve your issue or complaint within three days.
- We will keep you informed on the progress time to time via email or over a call-in case if it takes more than 3 days to resolve your complaint.
- If any reason, 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, we will provide an interim update on our progress
- Once we have considered all aspects of your complaint, we will send you final response after the investigation.

Process	Timeline
Feedback, Registration and Acknowledgement	1 day
Feedback Review	2 days
Feedback Investigation	14 day
Extension of Feedback Investigation Time Frame	30 days
Communication of Feedback Findings Normal complaints	3-4 days
Feedback Tracking	any time
Feedback Archive	2 – 3 years
Feedback appeal process - In the event if the complainant is not satisfied	Any time

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

- You can contact the person to whom you have lodged the complaint- Eg Customer Complaint Officer, Branch, Call Centre, Claims Department, Underwriting Department
- You can send an email to feedback@fairfirst.lk

6. TO WHOM THE MATTER (AN APPEAL) TO BE REFERRED TO IF THE COMPLAINANT IS NOT SATISFIED WITH THE INITIAL RESOLUTION OF THE OIC.

- Kindly contact us first/make an appeal to Head of Risk & Compliance who will take all efforts to resolve the issue.

Post : Head of Risk & Compliance
Access Towers II (14th Floor),
No. 278/4, Union Place,
Colombo 02.

Mobile : +94 773958889

Email : anushaf@fairfirst.lk

- 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.
- There is an Insurance Ombudsman and Insurance Regulatory Commission of Sri Lanka that provides free, independent services to customers who need to resolve disputes with insurance companies. You can lodge your complaint at any given time if you are not satisfied with our solutions.

Insurance Ombudsmen Service

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

Tel : +94 11 452 8671, +94 11 250 5542

Email : info@insuranceombudsman.lk

Insurance Regulatory Commission of Sri Lanka.

Post : 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