

Continental Insurance Lanka Limited

Complaints Management Procedure

Service, redefined.



Continental Insurance Lanka Limited Complaints Management Procedure

At Continental Insurance, we continuously strive to provide a superior experience and service to our customers. We are committed to ensure that you are provided with a timely solution in the event our service falls behind your expectations, and to learn from your experience to better ourselves.

How to make a complaint

- By directly contacting our Officer in Charge for Complaints Management

Mr. Indunil Jayashanka

Assistant General Manager

No.96/A, Dutugemunu Street, Kohuwala

Direct line: +94 11 2800 600

Mobile: +94 76 6048 382

Fax: +94 11 2890 780

Email: customercare@cilanka.com | indunil@cilanka.com

- Contacting our Hotline: +94 11 2800 200
- Emailing us at: info@cilanka.com
- Through our website: www.cilanka.com
- Mail us to: No.79, Dr. C.W.W.Kannangara Mawatha, Colombo 07.

Documents to be produced when making a complaint

You can share the relevant documents/evidence if you have when making a complaint.

We will adhere to the below timelines in handling your complaints.

- Register and acknowledge complaints within 3 working days, together with complaints number.
- A resolution will be provided to the customer within 14 working days from the date of the complaint received.
- If a resolution cannot be provided within 14 days, the customer will be informed the indicative time period for providing a resolution together with the reasons for delay.
- Response to the appeal made against the resolution provided' within 30 days from the date of appeal received by the company.
- In the event no response is received from the customer to the response provided by the company for 4 weeks, the complaint will be considered to be closed.

You can contact our officer in charge for updates on the progress of your complaint.

Appeal against a resolution provided

If you are not happy with the resolution provided, you can make an appeal to

Ms. Subha Herath

Chief Operating Officer - ERM, Strategy and Support Services

No.96/A, Dutugemunu Street, Kohuwala

Direct: +94 11 7600 222

Fax: +94 11 2890 780

Email: subhah@cilanka.com

Alternative dispute resolution mechanisms available:

Director Investigations

Insurance Regulatory Commission of Sri Lanka

Level 11 East Tower, World Trade Center

Colombo 01

Tel: +94 11 2396 184-9 | +94 11 2335 167

Email: investigation@ircsl.gov.lk | info@ircsl.gov.lk

Or

Insurance Ombudsman of Sri Lanka

No. 143/A

Vajira Road

Colombo 05

Tel: +94 11 2505 041 | +94 11 2505 542

Email: info@insuranceombudsman.lk