



**HEALTHIER, LONGER,  
BETTER LIVES**

## **AIA CUSTOMER COMPLAINTS HANDLING PROCEDURE**

### **1) OBJECTIVE OF THIS PROCEDURE**

At AIA Sri Lanka, we want to make sure your experience with us is professional and positive. However, we know that things can and do go wrong and, if they do, we want to ensure to rectify it promptly.

The objective of this procedure is to ensure:

- You are aware of our complaint lodgement and handling processes.
- Your complaint is investigated impartially with a balanced view of all information or evidence.
- We take reasonable steps to actively protect your personal information.

### **2) HOW A COMPLAINT CAN BE MADE**

By writing to us addressed to Officer In Charge of Customer complaint Management function (including claim disputes) -

**Surani De Alwis**

Senior Manager - Business Acquisition, Call Centre & Customer Complaint Management  
AIA Insurance Lanka Limited

No 92,

Dharmapala Mawatha,

Colombo 07

Tel: +94 (0)11 231 0205 Email: [Surani.DeAlwis@aia.com](mailto:Surani.DeAlwis@aia.com)

- By telephoning us on 011 2 310 310
- By emailing us on [lk.info@aia.com](mailto:lk.info@aia.com)
- By completing the complaint submission form on our website [www.aialife.com.lk](http://www.aialife.com.lk)
- In person by speaking to your AIA Wealth Planner/ Financial Planning Executive
- By visiting the nearest AIA Insurance branch
- Through the AIA customer portal

### **3) THE INFORMATION YOU WILL NEED TO TELL US**

When we are investigating your complaint, we will be relying on information provided by you and information we may already be holding. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name, contact details and life insurance policy numbers
- The name and code of the individual you wish to make the complaint against
- A clear and concise summary of the complaint including dates of all relevant events.
- Details of any steps you have already taken to resolve the complaint,
- Evidence which supports the complaint submitted. Evidence will vary from case to case but is likely to include copies of correspondence, printed copies of emails and any other documentation that is relevant to the complaint.
- The desired outcome of the complaint.

### **4) OUR COMPLAINT-HANDLING PROCESS**

#### **We acknowledge:**

We will acknowledge the complaint either by phone, by post or by email within 3 working days from the date of receipt of the complaint.

#### **We review:**

- We undertake an initial review of your complaint and determine whether any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information during the investigation process, where necessary.
- We will endeavour to resolve your complaint within 14 days from the date of the complaint received unless there is a need for further investigation.
- If you complain about a Wealth Planner/Financial Planning Executive, we will treat your complaint confidentially and impartially giving equal treatment to all parties, and solve it within 3 months from the receipt of the complaint.
- You have the right to make enquiries about the current status of your complaint at any time by contacting us through our hotline 011 2 310 310

#### **• We respond:**

Following our investigation, we will notify you of our findings, outcome and any actions we may have taken regards to your complaint.

## **5) OUR COMPLAINT ESCALATION PROCESS**

If you are dissatisfied with the initial resolution of the Officer–In–Charge, you can escalate the concerns within 30 days from the receipt of our decision in writing addressing to, Suresh Edirisinghe Director – Operations/ Specified Officer AIA Insurance Lanka Limited No 92, Dharmapala Mawatha, Colombo 07 Tel: +94 (0) 112310378 Email: suresh.edirisinghe@aia.com

You can also refer your complaint to alternative dispute resolution -

### **The Sri Lanka Insurance Ombudsman**

No 143A, Vajira Road, Colombo 05, Sri Lanka.

Tel : 011 2505542 / 011 2505041

Email: info@insuranceombudsman.lk

- • Insurance Regulatory Commission of Sri Lanka (IRCSL)

### **Director Investigations**

Level 11 East Tower, World Trade Centre, Colombo 01

Tel : 011 2396184-9 / 011 2335167

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