

How to lodge a complaint

If you wish to lodge a complaint with AIA Sri Lanka please feel free to contact us using one of the ways below.

1. Call our Customer Service Hotline on 011 2 310 000 or 011 2 310 310.
2. Visit the AIA Tower located at 92, Dharmapala Mawatha, Colombo 07 or any one of our Regional Offices.
3. Send a message to the AIA Sri Lanka Facebook page (<https://www.facebook.com/aiainsurancelk/>)
4. Lodge a complaint on the AIA Sri Lanka website www.aialife.com.lk
5. Email AIA Sri Lanka on lk.info@aia.com