

# Complaints Management Process

We at Orient Insurance Limited serve corporate and retail customers directly and through our business partners. While all care is taken to ensure flawless service delivery, we understand that there might still be occasions where customers and intermediaries may not feel satisfied with the services offered.

The Complaints Management Process (CMP) at Orient is a holistic process that covers all aspects of client and employee complaints. A designated officer is appointed, where customers can feel at ease to escalate their grievances with ease and ensure a speedy conclusion.

**Direct your suggestions & complaints to:**

Asst. Vice President – Nominated Complaints Management Officer

Contact: 01120 30311/300

Email : [info@orientinsurance.lk](mailto:info@orientinsurance.lk)

The CMP process includes the following key steps:

Description	Comments / Measures
Lodging a complaint by any reasonable means	A phone call, email, or company website.
Handling of complaints received, including timelines.	All complaints will be acknowledged, and the company will strive to resolve it within 3 working days – If the issue is complexed timelines will be agreed with the complainant
Fair treatment of complainants	Every complaint will be handled with care and utmost responsibility and the company will strive to provide a speedy resolution. If the customer is not happy with the solution provided, we would encourage them to escalate their grievance to the Insurance Ombudsman of Sri Lanka or the Insurance Regulatory commission of Sri Lanka.
Prompt, equal, fair and efficient management of complaints	All Complaints will be professionally handled by the Nominated Officer In charge of complaints independently and a fair and fast solution will be provided.
Adequate training of staff involved in handling of complaints.	It's through Complaints and suggestions that the company can identify potential gaps, the company will continue to learn and train all the staff relevant to the issues and keep them updated.
Internal reporting, follow-up and monitoring of compliance with the policy	All customer complaints will be recorded to ensure monitoring and follow up including alignment with the company's compliance policy.

Commitment to customer service being a well-established norm in our business, the above process flow defines and establishes the handling/ management of customer complaints received by Orient.

Complaints are recognized as opportunities for improvement and we at Orient take each complaint as essential for our customer satisfaction parameters. We take great care in training all our employees to be sensitive to customer reactions and manage complaints in an efficient manner. They have been trained to use all efforts to resolve any complaints within the shortest time span possible.