



## **Customer Complaint Handling Procedure of Orient Insurance Ltd**

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.

### **Lodging a complaint or posting a feedback**

Dear valued customer you can use any of the following means to lodge a complaint, grievance or feedback.

- By visiting Orient Insurance Limited's Head office, Branches or Point of Sales outlets
- You can also call our nominated Customer Relationship officer whose details are given below on [0112030300](tel:0112030300).
- By emailing us via our dedicated customer relationship email address [tellus@orientinsurance.lk](mailto:tellus@orientinsurance.lk)
- You can also log your complaint or feedback by clicking the following link on our website <http://www.orientinsurance.lk/reach-us/>
- You can also write to our dedicated customer relationship officer, who is situated at the following address - [Orient Insurance Ltd, No 133, Bauddhaloka Mawatha Colombo 04.](#)

## **All complaints to be forwarded to :**

Ms. Nikeshala Adihetty,  
AVP - MDs Office and Administration.  
Orient Insurance Ltd,  
No 133, Baudhdhaloka Mawatha, Colombo 04.  
E mail ; [Tellus@orientinsurance.lk](mailto:Tellus@orientinsurance.lk)  
Web ; <http://www.orientinsurance.lk/reach-us/>  
Telephone ; +94 11 2030 300/311

## **Receipt of Complaints**

- Your complaint will be acknowledged by the Company within three working day's from receiving the complaint. You will be notified with a reference number to track the process of your complaint. This reference number can be used to track the progress of the complaint
- All complaints will be resolved within 14 days from the date of receipt of the complaint, grievance or suggestion.
- Response to an appeal made against a resolution provided – within 14 working days from the date of the appeal.
- In case there are delays in resolution of the appeal the respective complainant will be kept informed of a reasonable timeframe for resolution, and agreed mutually.
- Customers can choose any of the above mentioned means to receive the company's response/ feedback to his/her complaint (eg ; In person, letter, e-mail, telephone call)
- Complaints made in Sinhala, Tamil or English will be accommodated and responded in the same language

## **Assessment and Investigation of Complaints**

After acknowledging the receipt of the complaint, the Company will assess whether the issue(s) raised in the complaint is/are within the Company control. The Company will take all the necessary actions to investigate the complaint made by the customers and provide feedback/resolution within the agreed time frames. If there are multiple complaints made by the same customer, those will be investigated as separate cases and responses will be delivered separately.

## **Appeal Process**

If customers are unhappy with the resolution provided, they could make appeal, and that appeal could be initiated through the above-mentioned means. Any appeals received will be reviewed by the officer in charge of Compliance Mr. Pasindu Abeygunawardana who will take all efforts to resolve the issue

Mr. Pasindu Abeygunawardana  
Vice President – Operation Control & Compliance  
Orient Insurance Ltd  
No 133, New Bullers Road, Colombo 04  
Pasindu.abeygunawardana@orientinsurance.lk | www.orientinsurance.lk  
Dir : +94 112020429

If the customer is not satisfied with the resolution received for the appeal, the customer has the option of escalating his appeal to the office of the Insurance Ombudsman and/or the Insurance Regulatory Commission of Sri Lanka (IRCSL)

### **Details of Insurance Ombudsmen**

The Sri Lanka Insurance Ombudsman,  
143A Vajira Road, Colombo 05  
www.insuranceombudsman.lk  
+94 112 505 542/ +94 112 505 041

### **Details of Insurance Regulatory Commission of Sri Lanka**

Director Investigations,  
Insurance Regulatory Commission of Sri Lanka  
Level 11 East Tower, World Trade Centre  
Colombo 01  
+94 11 239 6184-9/ +94 11 233 5167  
[Investigation@ircsl.gov.lk](mailto:Investigation@ircsl.gov.lk)/[infor@ircsl.gov.lk](mailto:infor@ircsl.gov.lk)

## **Nominated Customer Relationship Officer**

Ms. Nikeshala Adihetty,  
AVP - MDs Office and Administration.  
Orient Insurance Ltd,  
No 133, Baudhdhaloka Mawatha, Colombo 04.  
E mail ; [Tellus@orientinsurance.lk](mailto:Tellus@orientinsurance.lk)  
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