

## **Cooplife Insurance Limited - Complaint Management Procedure**

We make all our best efforts to have a pleasant experience with us in all aspects of dealings but If You encounter with a dissatisfaction of our services ,you have the facility to express your thoughts with us at Coop life.

We assure we will deal with your matter on time with fullest attention, due diligence and in a fairly manner.

### **The ways to reach us with your grievance/complaint**

- **By phone** – Call our complaint Management Officers by ringing 011255670/0112151600 and extension 430 / 407
- **In person** – Talk to our Complaint Management Officer's at the head office , Cooplife Insurance Limited , Coop House ,No 455,Galle Road, Colombo 03.
- **Submit a letter** - Cooplife Insurance Limited head office or any of our Branches
- **By post-** Cooplife Insurance Limited, Head office
  - **Your letter should be addressed to**  
  
Narmada Kettipearachchi(Manager underwriting and operations)  
  
Cooplife Insurance Limited  
Coop House  
No 455  
Galle Road  
Colombo 03
- **Email** via [inquiry.life@coopinsu.com](mailto:inquiry.life@coopinsu.com)
- **Whats app a letter** through 071151111
- **Web site** –Write in our [www.cooplif.lk/help](http://www.cooplif.lk/help) customer complaint submission form

### **How we deal with the complaint**

- We will be acknowledge the complaints received in writing and by post or an email.  
We will communicate with the you in writing by the same language of the complainant at the time of complaint made.
- Once receiving the complaint, we will investigate the complaint fairly and with due diligence by considering the information which we are received with and further findings
- We will notify you of our findings and any actions we may perhaps have taken in order to mitigate the damage and prevent further happening.

**Time lines for the functions**

1. We will acknowledge the complaint Within 3 working days
2. We will provide the resolution Within 14 working days unless there is no further need of investigations.
3. In cases where we unable to provide the resolution we will provide the reason to the you by a telephone call between 10-12 working days of the complaint receipt
4. If we need to investigate the issue further we will keep you posted on the progress .
5. All relating complaints and appeals will be closed in the absence of a reply by you.

**Appealing facility**

If the you are unhappy with the final response you can make an appeal 30 days from the date of receipt of the final decision .Appeals will be handled by the principal officer.

Mr.W.M.K Bandara (Principal Officer)  
Cooplife Insurance Limited  
Coop House  
No 455  
Galle Road  
Colombo 03  
Email –bandara.k@coopinsu.com

**If you are not satisfied with our remedy or decision**

You can redress to the following bodies.

**Insurance Ombudsman**

The Ombudsman,  
No 143A,  
Vajira Road,  
Colombo 5.  
Telephone - +94 11 452 8671 / +94 11 250 5542  
Fax - +94 11 452 8670 / +94 11 259 562  
Email - info@insuranceombudsman.lk

**Insurance Regulatory Commission**

Director Investigations  
Insurance Regulatory Commission of Sri Lanka  
Level 11 East Tower World trade Center  
Colombo 01  
Telephone -011 2396184-9/0112335167  
Email - [investigation@ircsl.gov.lk](mailto:investigation@ircsl.gov.lk) or info@ircsl.gov.lk

