

Cooplife Insurance Limited - Complaint Management Procedure

We make every effort to ensure that you have a nice experience with us in all aspects of your business, but if you are dissatisfied with our services, you have the option of expressing your concerns to us at Coop life.

We guarantee that we will handle your problem on time, with full attention, due diligence, and in a fair manner.

The ways to reach us with your grievance / complaint

- **By phone** – Call our complaint Management Officers by ringing 0112556570/0112151600 and extension 410 / 406
- **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 Kettippearachchi (Complaint Management Officer)
Cooplife Insurance Limited
Coop House
No 455
Galle Road
Colombo 03

- **Email** via inquiry.life@coopinsu.com
- **Whats app a letter** through 0711591111
- **Web site** –Write in our www.cooplife.lk/help customer complaint submission form

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.Prasanna Suriyaarachchi (Principal Officer)
Cooplife Insurance Limited
Coop House
No 455
Galle Road
Colombo 03
Email –md.life@coopinsu.lk

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 or info@ircsl.gov.lk