Customer Complaints Handling Procedure

National Insurance Trust Fund

National Insurance Trust Fund has always forged long lasting partnerships and remains as a customer centric organization with the nation's interest at heart. The largest health Insurance scheme called "Agrahara" is to uplift the living standards of the members of the public service, provincial public service and their families. Moreover, the service has extended to various insurance segments as well as the reinsurance business. We are very conscious about customer satisfaction. Having this on mind, the below procedure is introduced to address customer complaints and ensure a resolution at the earliest.

1. How to make a complaint?

A complainant may reach the officer in charge of complaints through the following;

Verbally

- By telephone +94 112 026 600 (24 hours call center)
- Other hotlines +94 112 431 145 (Motor/Non Motor Underwriting)
  +94 112 026 667 (Motor Claims)
  +94 112 026 661 (Non-motor Claims)
- By visiting Head office Customer Care Unit,
  National Insurance Trust Fund, No 95,
  Sir Chittampalam A Gardiner Mw, Colombo 02.

Written

- Through a text +94702020235
- By post National Insurance Trust Fund,
  No 95, Sir Chittampalam A Gardiner Mawatha,
  Colombo 02.
- Email agrahara@nitf.lk
- Website www.nitf.lk
- Fax (94 11) 2323007

2. Direct contact of Officer in Charge (Legal Officer)

Name	Ms. Sudarshi Kulathunga
Designation	Assistant Manager Legal – Legal Department
Address	Legal Division, National Insurance Trust Fund, No 95, Sir Chittampalam A Gardiner Mw, Colombo 02
Direct Line	+94 112 026 686
Email	sudarshik@nitf.lk

3. Documents and information required when submitting a complaint

- Name of customer
- National identity card number
- Contact details
- Claim number (If you have already received from NITF) /Policy Number (Motor/Non-Motor)/Vehicle Number Description of the complaint
- Preferred language
- Description of the complaint
- Relationship to the policy holder when the complaint is not the same
- Copies of any documentation supporting the complaint

4. Time period take for the acknowledgement.

National Insurance Trust Fund shall be committed to acknowledge all complaints within 3 working days upon receipt. Once a complaint has been received; the officer shall undertake an initial review of the complaint and shall get in touch to further understand and assist complainant.

5. Complaint handling Procedure

Complaints which we receive to the Customer Care Unit are attended immediately by a Customer care officer. The 24/7 call center reviews the complaints and update the customer on current status. A delegated call center officer update the call log in the system.

Complaints are handed over to relevant subject officers and responded within 14 days from the initial receipt. Also it will be communicated to customer if a solution cannot be made within 14 days of time due to investigation.

In case of an appeal made against for a solution will be provided within one-month time from the receipt of a complaint.

6. How to check the status with regard to a complaint made?

You may get in touch with the officer through the contact details given above and inquire on the current status. Further, Agrahara Medical insured can check the status of the claim via www.nitf.lk website.

7. **If the complainant is not satisfied with the initial resolution, who can the appeal be referred to?**

Name	Mr. Yushan Tharanga
Designation	Chief Executive Officer (Acting) – National Insurance Trust Fund
Address	CEO's Office, National Insurance Trust Fund, No 95, Sir Chittampalam A Gardiner Mw, Colombo 02
Direct Line	+94 112 026 677
Email	ceo_mail@nitf.lk

8. **Alternative Dispute Resolution mechanisms available if the complainant is not satisfied with the final resolution?**

- **Details of the Ombudsman**

Telephone Number - 011-2505041, 011-2505542
Address - No 143A, Vajira Road, Colombo 05
Email - info@insuranceombudsman.lk
Website - http://insuranceombudsman.lk

- **Details of the IRCSL**

Name	Insurance Regulatory Commission of Sri Lanka
Designation	Director Investigations
Address	Insurance Regulatory Commission of Sri Lanka, Level 11 East Tower, World Trade Center Colombo 01.
Contact Number	+9411 2396184-9 / +94112335167
Email	investigation@ircsl.gov.lk/info@ircsl.gov.lk