



A Relationship For Life™

**CEYLINCO LIFE INSURANCE LIMITED**

Ceylinco Life Tower, 106, Havelock Road, Colombo 5, Sri Lanka. Co. Reg.No. PB5183 Tel: (+94) 11 2461461 Fax: (+94) 11 2555959  
Email: service@ceylife.lk Web: www.ceylincolife.com

## Customer Complaints Handling Procedure

### 1. How can you make a complaint?

If you are not satisfied with the service received, you can lodge a complaint through any of the below channels.

- a) Via Telephone – (0112-461461)
- b) Via email – (care@ceylife.lk)
- c) Via WhatsApp / Viber – (0775776556)
- d) By post – (No.106, Havelock Road, Colombo 05)
- e) Via the Company website – (online customer inquiries)
- f) Via mobile customer App – (Ceylife Digital app)
- g) By visiting the nearest branch

The complaint must be addressed to the Officer in Charge of Customer Complaints Management Function.

Contact details of Officer in Charge is as follows:

**Name:** Samitha Hemachandra

**Designation:** Chief Operating Officer/ Executive Director

**Address:** Ceylinco Life Tower, No.106, Havelock Road, Colombo 05.

**Direct line:** 0112461461

**Email:** samithah@ceylife.lk

### 2. What are documents and information to be produced along with a complaint?

You must mention the information related to the complaint clearly at all possible times. For example, policy number, any previous communication the customer had with Ceylinco Life etc.

Further, if there are any documents related to the complaint, that should be produced too.

Example: if the complaint is regarding a premium that is not applied to the policy, then customer must produce the proof of such payment.

### 3. How long will it take to acknowledge a complaint made by you?

All complaints will be acknowledged within three (03) working days. If the complaint can be resolved within 03 working days, then the resolution will be communicated along with the acknowledgment.



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**4. What is the process of handling the complaint (including timeline)?**

A complaint will be handled within a maximum period of 14 days from the date the complaint was received.

The feedback will include;

- the reference number
- Brief description of the complaint and the solution offered
- Number of days taken to resolve
- Be written in simple and understandable language.

**5. How to check the present status with regards to a complaint made?**

You may contact the customer care hotline 0112-461461 to check the status of the complaint by providing the complaint reference number or the policy number.

If you lodged the complaint using the mobile customer app (Ceylife Digital), the status can be checked via the App itself.

**6. To whom the matter (an appeal) to be referred to if you are not satisfied with the initial resolution of the OIC.**

**Name:** Mr. Thushara Ranasinghe

**Designation:** Chief Executive Officer / Managing Director

**Address:** Ceylinco Life Tower, No.106, Havelock Road, Colombo 05.

**Direct Phone line:** 011 2461205

**Email:** [thushara@ceylife.lk](mailto:thushara@ceylife.lk)

**7. What are the Alternative Dispute Resolution mechanisms available (if you are not satisfied with the final resolution of the appeal)?**

You may seek the advice of Insurance Ombudsman, Insurance Regulatory Commission or Arbitration, in the event you are not satisfied with the resolution provided for the appeal.

Given below are the details of the of the Ombudsman and IRCSL.

- **Details of the Ombudsman**  
The Sri Lanka Insurance Ombudsman  
No. 143A, Vajira Road, Colombo 05.  
Tel : 011 4528671 / 011 2505542  
Email : [info@insuranceombudsman.lk](mailto:info@insuranceombudsman.lk)
- **Details of the IRCSL**  
Director Investigations  
Insurance Regulatory Commission of Sri Lanka  
Level 11 East Tower, World Trade Center, Colombo 01  
Tel : 011 2396184-9 / 011 2335167  
Email : [investigation@ircsl.gov.lk](mailto:investigation@ircsl.gov.lk) / [info@ircsl.gov.lk](mailto:info@ircsl.gov.lk)