



INSURANCE REGULATORY
COMMISSION OF
SRI LANKA



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பொதுமக்கள் பாதுகாப்பு அமைச்சகம்
Ministry of Public Security



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Ministry of Digital Economy

NATIONAL MOTOR INSURANCE VERIFICATION SYSTEM GUIDE

**NOW YOU CAN CHECK
MOTOR INSURANCE INSTANTLY USING:**

USSD (*1338#)



SMS (1338)



VOICE
HOTLINE (1338)



USSD

***1338#**

SMS & VOICE HOTLINE

1338

Ensuring your motor insurance policy is valid is essential for a smooth and secure driving experience.

This guide provides **step-by-step instructions** on how to verify your policy status through USSD, SMS, and the voice hotline making the process accessible, reliable, and convenient.

A QUICK CHECK IS ALL IT TAKES TO ENSURE YOU'RE COVERED SO YOU CAN FOCUS ON THE JOURNEY AHEAD.



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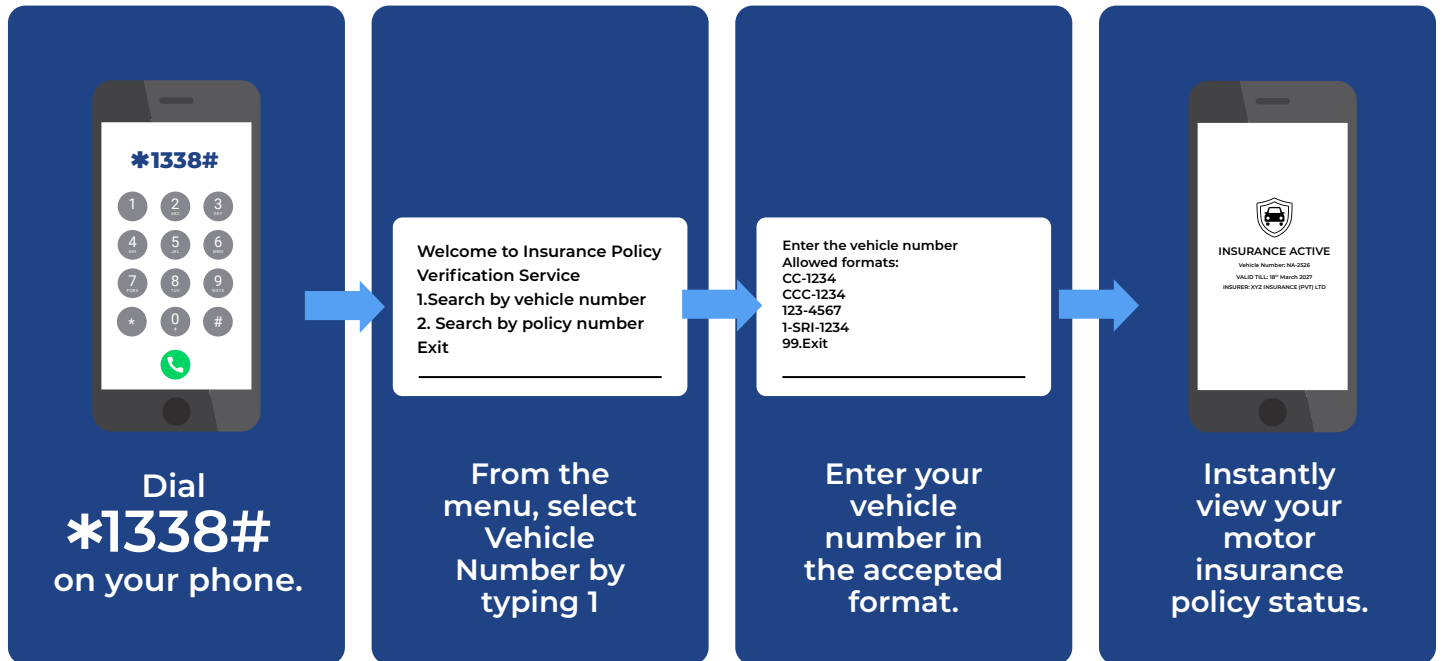
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தகவல் தொடர்பு அமைச்சு
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USSD VERIFICATION SYSTEM



If you want to check with the Policy Number
Select Policy Number by typing 02, enter your policy number,
and instantly view your motor insurance policy status.

SMS VERIFICATION SYSTEM



***NOTE:**

- FOR USSD & SMS ENTER YOUR VEHICLE NUMBER IN THE FOLLOWING FORMATS:
311-1234 / CC-1234 / CCC-1234 / 1-SRI-1234
- IF YOU'RE UNABLE TO COMPLETE THE PROCESS THROUGH THE ABOVE OPTIONS,
PLEASE DIAL 1338 TO CONNECT WITH OUR CUSTOMER CARE AGENTS,
WHO WILL ASSIST YOU IN ENABLING THE MOTOR POLICY VERIFICATION SERVICE.



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VOICE HOTLINE



Dial 1338 and follow the instructions



Listen to the menu and follow the voice guide and select your insurance company by pressing the relevant number. (Enter the designated number of your insurance company between 1-13)



Your call then will be automatically routed to your Insurer's customer care hotline



Provide your details to the agent and they will check and confirm your Motor Insurance Policy Active Status