

**BY REGISTERED POST / FAX**

13<sup>th</sup> March 2020

**Ref: IRCSL/DG/LEG/2020/03/**

**Principal Officers of all Insurance Companies**

Dear Sir / Madam


**Direction#02 (Amendment) - Delivery of Policy Documents**

The Commission, at its 196<sup>th</sup> meeting, having considered the request (letter dated 12<sup>th</sup> December 2019) of IASL, has approved to include a provision under item (A) to Direction # 02 as highlighted in the attached direction.

This Direction shall come into force with immediate effect.

Kindly acknowledge receipt of this letter.

Yours faithfully



Damayanthi Fernando

**DIRECTOR GENERAL**  
GRN

Cc: Mr. Gehan Rajapakse, President - IASL

### Delivery of Policy Documents

**Direction # 02- 29.11.2013, 02(A)-04.03.2016, 02(B)-08.08.2016 and #2- 12.02.2019 (combined) issued under Section 96 A of the Regulation of Insurance Industry Act, No. 43 of 2000 is hereby further amended as Direction # 2, 26.02.2020**

#### **Direction # 2 of 13.03.2020**

- (A) Insurers are required to deliver policy documents (policy terms and conditions and the schedule etc.) to policyholders, insureds and Life assureds and obtain an acknowledgement in writing from the policyholders, insureds and Life assureds within fourteen days (14) from the date of issue of the policy documents (policy terms and conditions and the schedule etc.) indicating in the acknowledgement the date of receipt of policy documents or **have valid proof of delivery as below:**

#### **Delivery Method**

#### **Valid proof of delivery**

- 1. Registered Post**
- 2. Speed post**
- 3. Electronically**

- Register post number**
- Barcode**
- Read Receipt**

In case where the policyholder or insured is a company, the acknowledgement shall be obtained from a director or the company secretary of such company or any person authorized by the company to accept policy documents on behalf of the company. **Delivery of policy documents can also be done to above named persons as above.**

- (B) The following shall be applicable to all General Insurers, with respect to issuance of motor policies:
- (i) insurers to comply with above Direction (A), with regard to all direct sales;
  - (ii) with regard to policies issued via brokers, leasing/finance companies and banks (institutions) –
    - a) deliver policy documents to the respective institution as per above Direction, with a copy - to be given to the respective policyholder; and
    - b) advise such institution to forward the copy of policy document to policyholder without delay;
  - (iii) insurers shall make policyholders aware, through the certificate of insurance and/or the policy schedule, that the policy document can be obtained from any branch of insurer on request.

The above Direction shall come into force with immediate effect.