

Press Release

Policyholder complaints handling procedures disclosed through IRCSL website

The Insurance Regulatory Commission of Sri Lanka (IRCSL), in line with its regulatory functions and powers, is committed to ensuring that policyholders are provided with information regarding complaints handling procedures of insurance companies and insurance intermediaries through the IRCSL website.

'Guidelines on complaints handling by insurers and brokers' issued by IRCSL in October 2016 facilitate that the policies and procedures are in place for timely and fair handling of complaints by insurance companies and insurance brokering companies.

Complaint handling procedures disclosed in the IRCSL website aims at providing a step by step approach that policyholders need to follow in making any complaint/grievance, against any insurance company or any insurance intermediary (insurance broker or insurance agent). The IRCSL website has provided links to the relevant pages of insurance companies which stipulate the procedure to make a complaint to the respective insurance company as the first step. The link which contains the details is (<https://ircsl.gov.lk/policyholder-complaints/>), and can also be found on the home page of the IRCSL website, www.ircsl.gov.lk in "Policyholder Complaints".