



NOTICE TO POLICYHOLDERS AND CLIENTS CUSTOMER CARE CELL

We have established a Customer Care Cell in the Company which besides assisting our valued clients and the public on insurance related matters also attend to complaints.

In this respect, if you are not satisfied with our services and you wish to make a complaint, the steps to be followed are as under:-

- ✦ You should contact the Company's Complaints Coordinator, Mrs B Peerbux at Lamco's Head Office 12 Barracks Street, Port Louis, Tel No. 212 4494/2221, Fax No 208 0612.
- ✦ The Complaints Coordinator will receive and register your complaint.
- ✦ You should provide the Complaints Coordinator with all relevant information and documents to process your complaint.
- ✦ A written acknowledgment of your complaint will be sent to you within 3 working days of your filing the complaint.
- ✦ The Complaints Coordinator will investigate the complaint and try to resolve and settle the complaint within 30 days from the date of the filing of the complaint.
- ✦ A final response, in writing, will be sent to you within the abovementioned time frame of 30 days.
- ✦ If, however, you are still unhappy about the outcome of your complaint, you may address yourself to the:

Financial Services Commission
54, Ebene Cybercity
EBENE
Tel: 403 7000 – Fax: 467 7172
E-mail – fscmauritiu@intnet.mu

MANAGEMENT