

COMPLAINTS HANDLING PROCEDURE

MUA/LPM is dedicated to provide top-notch services to its customers.

If for any reason you are dissatisfied about our standard of service, please channel this information to us.

Any complaint received by us shall be dealt with an efficient and timely manner. We shall address your reasonable concerns on the condition that your complaint relates to a service or product provided by us.

The present document will guide you through.

How to make Complaints?

- In writing and addressed to

The Complaints Coordinator
Mauritius Union Assurance Cy. Ltd
4, Léoville L'Homme Street
Port-Louis

- Via telephone no. **2075500**
- Via email on the following address : complaints@mauritiusunion.com

What information should I provide with my complaint?

- Specify your name, address, and contact details
- Precise description of nature of complaint

How will my complaint be dealt with?

- The Complaints Coordinator shall acknowledge receipt of the complaint within **three (3) working days**
- We shall undertake to settle complaints within **thirty (30) working days**
- If any complaint is exceptionally likely to take longer to investigate, the Complaints Coordinator will keep you informed of the progress status on a regular basis.
- The Complaints Coordinator shall inform you in writing of MUA's/LPM's **final response** within **thirty (30) working days** from filing of the complaint.
- The **final response** letter shall, where practicable, specify the reasons or circumstances which have been considered for the settlement or non settlement, as the case may be, of issues raised in your complaint.

In what circumstances can I refer the matter to the FSC?

- Where **no settlement has been reached within thirty (30) working days** from the **date of the filing of the complaint** (unless you have been made aware that the matter is under investigation and shall take longer), **you are entitled to refer the matter to the Financial Services Commission (FSC), 54 Ebène Cybercity, Ebène.**
- Please note that the FSC will consider **complaints only to the extent that all attempts to resolve the complaint have failed and the customer is still not satisfied with the outcome.**