

OUR COMMITMENT TO OUR CUSTOMERS

At IAL, we are committed to providing excellent customer service. We take all complaints seriously and aim to resolve all customer complaints promptly and effectively. Great care has been taken to ensure that your complaint reaches the right person. Our complaints management system is an important strategic tool that helps us continuously improve our business. We know that without customers we have no business, you are our most important asset and we want to know if we have treated you fairly or not.

So, if you have a complaint, compliment or an enquiry, please let us know.

HOW TO SUBMIT YOUR COMPLAINT, COMPLIMENT OR ENQUIRY

Please send us the following information:

- Name
- Surname
- Contact phone number
- E-mail address
- Details of your complaint, compliment or enquiry
- Policy number or reference number

This information should be e-mailed to us at:

Complaints@ialpcc.com (Complaints)

We aim to resolve all complaints within 15 working days but the complexity of some issues may require more time. If we are not able to resolve your complaint within 15 days, we will keep you updated on our progress, but all complaints should be able to be resolved within 30 working days. Please allow us to resolve your complaint before escalating it.

Should you still be dissatisfied with the outcome of your complaint, you are entitled to tell us to refer it to the Financial Services Commission, FSC House, 54 Cybercity, Ebene, Mauritius, Telephone No: (+230) 403 7000, Facsimile No: (+230) 467 7172 and Email: fscmauritus@intnet.mu