

CUSTOMER SERVICE CHARTER

Our Service Promise

We are committed to delivering a high-quality experience to our customers and stakeholders. We are passionate about addressing your needs with integrity, empathy, courtesy, and professionalism.

What You Can Expect from Us

- We are committed to communicating with the customers courteously, honestly, and genuinely.
- Ensure quality and timely service delivery to our clients.
- Meet and exceed our customer / clients' expectations.
- Amicably resolve customer complaints and respond effectively to their queries about our services.
- A solution-oriented focus when dealing with your questions.
- Confidentiality and respect for your privacy.
- Be free, fair and transparent.

How You Our Valued Customer Can Help Us

- Provide information we ask for.
- Be honest and accurate in your communication with us.
- Provide feedback to enable us to improve our services.
- Work with us to solve any problem you may have.

Customer Complaints Management

- We believe that the best way to solve a complaint and to achieve great customer excellence is to deal with the issue at the point of initial contact.
- We are committed to providing outstanding customer experience and strive to resolve any customer complaints promptly and fairly.
- We understand that complaints are an opportunity to improve our services and we welcome feedback from our customers.
- We are committed to investigating and responding to all complaints promptly, ensuring that we always meet our customers' expectations.

Our Service Standards

Underwriting:

- **Quotations** – Issued within 24 working hours.
- **New policy documents** – Processed within 7 working days.
- **Confirmation of cover** – Issued within 24 working hours.
- **Renewal notices** – Will be sent at least 60 days before renewal date and subsequently followed up.
- **Endorsements** – Issued within 24 working hours.

Claims:

- **New claims acknowledgment and request of all necessary documents for settlement of the claim** - within 24 working hours from the receipt of the claim notification
- **Feedback to queries** - within 24 hours of request.
- **Assessment of claims** - the insurer shall appoint a loss assessor within 48 Hrs. of receipt of the claim notification and supporting documents.
- The assessment report should be submitted within 2 days.
- **Repair authorization** - issued within 2 working days from the receipt of the assessor's report.
- **Wind screen claim** - replacement will be done within 24 working hours after receipt of all documentation.
- **Discharge voucher** - Payments will be made within 5 working days.
- **Repudiation of the claim** - insurer shall duly advise the customer within 7 days after all investigation have been completed.

Life Insurance • General Insurance • Investments

Sanlam Allianz General Insurance (Kenya) Ltd.
Head Office: SanlamAllianz Tower, Westlands
P.O. Box 66257-00800 Nairobi, Kenya

T +254 709 566 000
E talk2us@ke.sanlamallianz.com
w www.sanlamallianz.co.ke