

COMPLAINTS POLICY

We are fully committed to providing a high quality insurance service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you are unhappy with any part of our service, please let us know about it by contacting our Complaints Coordinator whose contact details are as follows:

Telephone : (230) 460 9200
Fax : (230) 460 9299
Email : complaints@eagle.mu
Address : Eagle Insurance Limited
Eagle House
15 A5 Wall Street, Ebène

You can send your complaint to the Complaints Coordinator with all the required details by post or by electronic means.

Upon reception of your letter, the following steps will be taken:

- Step 1:** We will record your complaint in the registry.
- Step 2:** We will send you a letter acknowledging your complaint. You can expect to receive our letter within three working days of receipt of the complaint.
- Step 3:** We will start to investigate into it and we will deal with your complaint at the earliest possible opportunity and in any case, we will let you have a written response within 10 working days of receipt of the complaint.

- If, however the complaint is sufficiently complicated to warrant longer investigation, or it requires a review of information outstanding from a third party, you will be advised accordingly.

You have also the right to refer the matter to the Ombudsperson for Financial Services, where no decision has been reached and communicated within 10 days from the date of your complaint made to Eagle Insurance Limited.

The contact details are as follows:

The Office of Ombudsperson for Financial Services
8th Floor, Sicom Tower, Wall Street, Ebene
Tel: 468 6475 | Email: ombudspersonfs@myt.mu