

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

In order to log a complaint, a written representation must be made by registered post with advice of delivery to the Complaints Coordinator with all the required details into it.

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 30 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 3 months from the date of your written representation 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