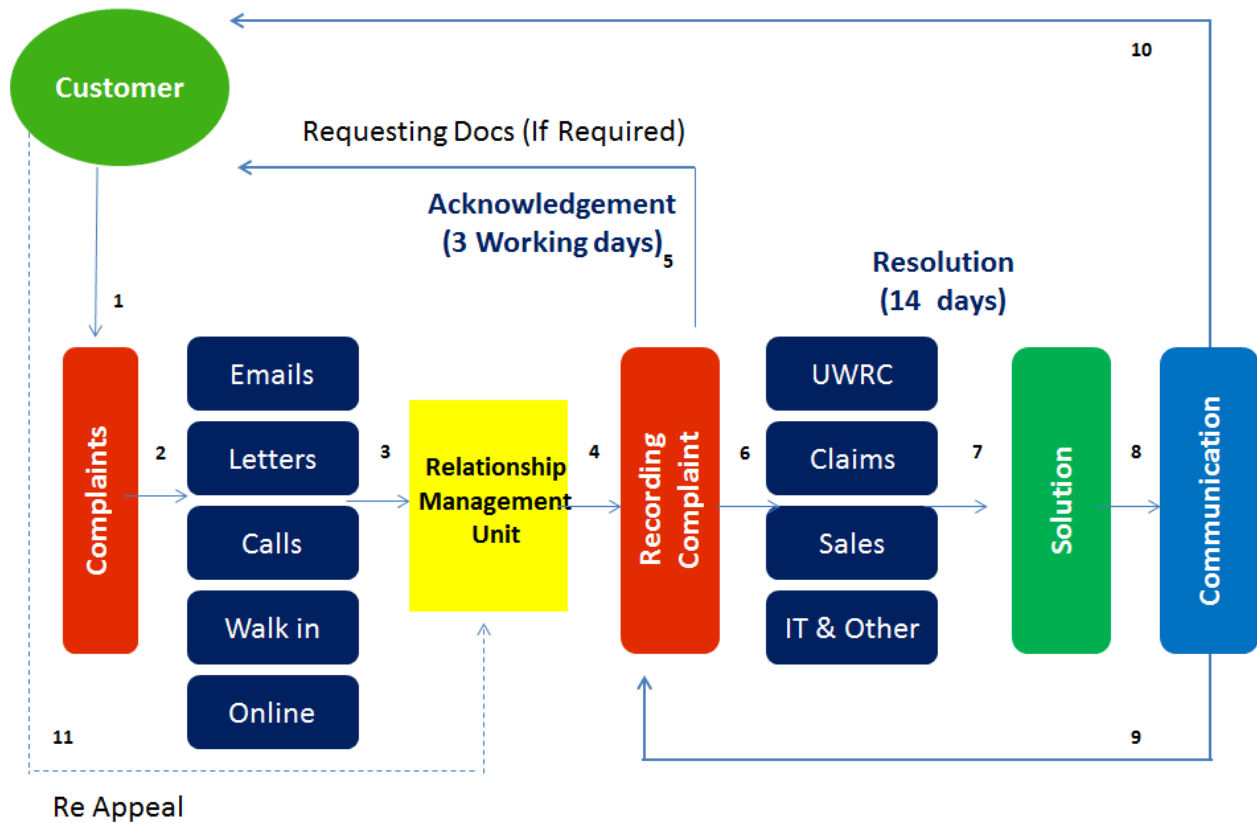


## Customer Complaint Handling Procedure

The following systematic procedure will be followed in the event of managing complaints within ATPLC. The time limits indicated are the standards set by the regulator and ATPLC shall take action to provide immediate attention and resolve complaints at earliest.



Complaints to be directed to

Relationship Management Unit,

No 660 1/1, Galle Road, Colombo 03.

(T) : 0117501000 / (M) : 0775478828 / (F) : +94 11 2 597 429

(E) : [customercare@takaful.lk](mailto:customercare@takaful.lk)