

TATIL and TATIL LIFE are committed to providing all stakeholders with the highest possible level of customer service, and to the fair treatment of its customers, always aiming to provide its corporate and individual customers with insurance solutions that are relevant, fairly priced and appropriate for their needs.

Customer service is an integral part of our business as this is how we attract new business, as well as retain existing customers. Indeed, to gain a competitive advantage, we must ensure that the Companies' customers enjoy the highest levels of customer service in every interaction and at every level within the organisation. In this regard, we take all notifications of dissatisfaction seriously and commits to addressing these in an effective and efficient a manner as possible to ensure that an appropriate outcome is achieved.

Receiving customer feedback is an invaluable way to measure satisfaction and to identify areas for improvement. It is therefore important that customers be provided with the necessary channels to ensure that prompt feedback on service delivery is received. The process for communicating concerns should also be convenient, to encourage feedback/complaints.

The process provides our customers with the opportunity to give feedback via five (5) visible and accessible platforms:

- in person to a Company representative
- electronically via our website ([www.tatil.co.tt](http://www.tatil.co.tt))
- via e-mail ([info@tatil.co.tt](mailto:info@tatil.co.tt))
- by telephone
- in writing via the customer feedback box or handed directly to a staff member.

Where a complaint is registered orally, the staff member will log the details which should be reviewed and signed by the customer to ensure accuracy. The customer should be provided with a copy of the signed form (if the complaint is made via telephone, the completed form should be scanned and emailed to the customer). Where possible, an attempt will be made to resolve the complaint immediately. Due to the nature of the complaint, some can be resolved immediately while other may take longer.

An update will be provided within five (5) business days for any complaint that has not been resolved. In some circumstances due to the nature of the complaint, it can take up to three (3) weeks to resolve queries. In these situations, a point of contact would be provided to the customer.

While communication with a customer throughout the process may be verbal, the Company's final decision/offer in response to the complaint, including appropriate details and explanations regarding how the final decision was arrived at, will be communicated clearly and in writing.

If the final resolution is still not considered acceptable, customers can make representation to the Office of the Financial Services Ombudsman (OFSO) which provides a free arbitration service. Persons also have the option of seeking independent legal advice.

# Complaint Form

## Customer Information

Name:

Email Address:

Cell number:

Home number:

Work number:

Policy type(s):

Policy number(s):

## Complaint Information

Date:

Complaint details: