

# **COMPLAINTS AND DISPUTE RESOLUTION PROCEDURE/PROCESS**



## **Introduction**

To treat our customers fairly, Mayfair insurance company limited has come up with processes/steps that shall be followed to manage the customer complaints and disputes in accordance to Subsection 5.3 and 7.9 of IRA Guideline No. IRA/PG/18.

Complaint; means an expression of dissatisfaction made to us by you related to our Covered Services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.

Dispute; means an unresolved Complaint.

## **Customer Complaints**

Mayfair Insurance Company Limited is in cognizant that every policyholder/broker/agent/service provider/3rd party/supplier (herein after referred to as the 'Complainant') has a right to complain. Our complaints resolution procedure/process affords them the opportunity to do so.

### **How to complain to Mayfair Insurance Company Limited:**

- The complaint must be in writing (letter, e-mail or fax) or via telephone with an official staff of Mayfair Insurance Company Limited. The complainant can also come to our physical office in person to lodge his complaint.
- Provide: Name, Address Details, Policy Number, Claim Number and, or ID number/passport number of the insured/complainant.
- Be precise to the complaint and provide all the important facts that may have a bearing on the complaint.
- Provide copies of all supporting documents that have relevance to the complaint (i.e. letters, quotations, previous correspondence, etc.).
- In case of a loss, provide proof of the losses sustained if applicable.
- You may suggest a solution/remedial action you believe is required to resolve your complaint.

### **Our Contact Details**

The following are the mailing details for all complaints and disputes:

Name: Mayfair Insurance Company Ltd  
Telephone: +254 20 2999000, 0724/733 256925  
Postal address: P.O. Box 45161 – 00100 GPO

Fax number: +254 20 2999111  
E-mail: info@mayfair.co.ke  
Website: www.mayfair.co.ke

## **Our Complaint Resolution Procedure**

All complaints will be acknowledged in writing and sent to you either via post, E-mail or fax, depending on the communication method chosen by the complainant.

Mayfair Insurance Company shall follow the following steps/procedures to resolve your complaints and disputes.

1. Receipt of the complaint shall be acknowledged immediately and, or within five (5) working days.
2. Once the complaint has been received, it shall be allocated to the appropriate staff for resolution.

Please note that as delivery of e-mails to Mayfair Insurance Company Ltd cannot be guaranteed, and should no acknowledgement of a complaint submitted be received within five (5) working days, kindly contact us through our telephone number so that we may follow up on the matter.

3. The complaint is noted down in the respective departmental complaints and compliments register and updated accordingly.
4. The company shall keep the complainant regularly apprised on the status of the lodged complaint.
5. Where a complaint cannot be addressed within ten (10) working days of receipt thereof, Mayfair Insurance Company Limited will let you posted accordingly.
6. If the complainant is not satisfied with the response to their complaint, the company may advise on other methods of disputes resolution that it deems suitable including but not limited to contacting the **Consumer Protection Division, Insurance Regulatory Authority**.

The contact details for the Consumer Protection Division, Insurance Regulatory Authority are as follows:

**Postal address:** P.O Box 43505-00100, Nairobi, Kenya  
**E-mail:** [commins@ira.go.ke/complaints@ira.go.ke](mailto:commins@ira.go.ke/complaints@ira.go.ke)  
**Telephone:** 020-4996000