



Client Complaint Policy





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OVERVIEW

GK General Insurance (GKGI) is committed to delivering remarkable client care. This policy outlines our protocol for handling client feedback and complaints. Guided by the procedures within and our dedication to service excellence we endeavour to provide responsive service recovery.

COMPLAINTS COVERED BY THIS POLICY

Complaints concerning discontent with any of the following:

- Products and policies
- Service delivery and quality
- Communication and professionalism

HOW TO FILE A COMPLAINT

Despite our best intentions, we acknowledge that there may be instances where our clients are less than satisfied. If this occurs, we would like the opportunity to provide a satisfactory solution. You may ask a general query, provide feedback or file a formal complaint via any of the options below.

Email

Send an email directly to ServiceRecoveryGKI@gkco.com. The email will be assessed by a Customer Support Associate and routed to the respective Unit Leader for action and follow up.

Website - Contact Us Page

Complete the form on the Contact Us page of our website. Your message will be sent directly to a Customer Support Associate for assessment; it will then be sent to the respective Unit Leader for action and follow up.

Face-To-Face

Visit our nearest location and speak to a team member. Our entire team is trained in service recovery and will follow the procedure to ensure that your complaint is logged, escalated, and resolved.

Telephone

Call us at 876-926-3204 and speak to a trained Customer Support Associate, this team member will determine the appropriate course of action to ensure that your complaint is logged, escalated, and resolved.

All complaints can be reported to any member of the GKGI team. The complaint will be added to the Service Recovery Management System and escalated to the Unit Lead, Supervisor and Manager of the respective Unit.

If after thorough investigation the matter remains unresolved it will be escalated to the Senior Management Team who will ensure that the requisite actions are taken to resolve and close the matter.

Depending on the nature of the complaint it may be escalated directly to the Senior Management Team for immediate attention and resolution.

WHAT SHOULD BE INCLUDED?

To expedite investigations, resulting in faster resolutions, we ask that our clients provide as much detail as possible when providing feedback or filing a complaint. The information below should be included if applicable.

Full Name

Policy Number

Full details of the complaint

- Be clear and concise
- Name of Representative
- Name of Branch
- Date and Time
- Clearly state your request

Current contact details

- Mobile Number
- Landline Number
- Email Address

Alternative contact information

OUR COMMITMENT TO OUR CLIENTS

- We will acknowledge each complaint in writing within five business days of the complaint being received.
- We will provide the name of one or more individuals appointed to be your point of contact in relation to the complaint until the matter is resolved.
- We will provide regular written updates on the progress of the investigation of the complaint at intervals not greater than twenty business days.
- We will attempt to complete investigations and resolve complaints within forty business days of receipt. Where the forty business days have elapsed and the complaint is not resolved, we will communicate the anticipated timeframe within which we expect to resolve your complaint.

- We will advise in writing the outcome of the investigation, within five business days of the completion of the investigation, and where applicable, explain the terms of any offer or settlement being made.

- We will honour our commitments to every client, as we work together to find sustainable solutions.