



RESOLUTION OF CONSUMER COMPLAINTS AND DISPUTE PROCEDURE

1. Purpose

The Purpose of this procedure is to guide the resolution of consumer complaints.

2. Scope

The consumer protection procedure will apply to complaints from policy holders and beneficiaries received in the Authority.

3. References

The Insurance Act

Consumer Protection Policy

4. Terms/ Definitions

MCP: Manager Consumer Protection

CPO: Consumer Protection Officer

LO: Logistics Officer

2.6.5 Responsibility

The MCP is responsible for ensuring that the process is complied with.