



Allied Insurance Company

بِسْمِ اللّٰهِ الرَّحْمٰنِ الرَّحِیْمِ

COMPLAINT POLICY

In accordance to one of our core values, which is “to establish and maintain strong stakeholder and community relations at all times”, we at Allied are committed to handling complaints in a systematic, impartial, expeditious and courteous manner.

We believe that “to strive for innovation and vigor for continuous improvement in our services”, we must take every complaint filed as an opportunity to make a difference not only to the customer but also to our standard of service. It would be an invaluable insight into how the company can better provide value for all clients, and to preserve our relationships with our clients.

Policy Objectives

- To provide an effective means to complain if you are dissatisfied with any aspect of our service.
- To ensure your complaints are dealt in a courteous and efficient manner
- To continuously improve our service by understanding how you perceive our service
- To maintain records of complaints made so that regular reviews can be produced for internal monitoring and public accountability.

Definition of a Complaint

An expression of dissatisfaction made about Allied’s service standards, products, verbal or written communication affecting an individual or a group of individuals.

A complaint will therefore only qualify as a complaint if it complies with requirements in the above definition. Anonymous complaints without proper contact details will not be considered.

Allied Insurance is Committed to:

- Dealing with all clients complaints in a timely and fair manner.
- Resolving complaints at the first point of contact where possible. If a complaint is not resolved at the point of complaint, our target is to resolve 95% within 10 working days
- Providing clients with easy access to complain in person, postal mail, telephone, e-mails and website;
- Ensuring that when a complaint is resolved in favor of the client, a full and appropriate level of redress is offered to the client, without delay;
- Ensuring improvement of service and avoidance of those occurrences that give rise to complaints

Lodge Your Complaints



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We welcome your complaints, feedbacks and suggestions on our service and products. You may send your complaints in writing, online or via our call centre. You may also lodge complaints directly to our front office.

Allied Insurance Company of the Maldives Pvt. Ltd
H. Orchid, Ground Floor, Ameer Ahmed Magu,
Male' 20095, Maldives
Tel: 3300033, Fax: 3325035
E-mail: customercare@allied.mv

Complaint Resolution

A complaint is considered to be resolved when:

- the complaint is disposed of to the satisfaction of complainant
- or the complaint is formally withdrawn by complainant.
- or a solution is proposed in line with the complaint procedure set out in the complaint policy.

Should the outcome of the complaint is not acceptable to the complainant; the complainant may appeal to review it by the Managing Director. In the event that you are still not satisfied with the decision, you have the option of contacting the Regulator

Privacy and Confidentiality

Complainants have a right to expect that their complaint will be investigated in private, to the extent possible. The identity of complainants and any person who is the subject of a complaint will be made known only to those who need to know in the process of investigating and resolving the complaint. The complaint will not be revealed or made public, except where required by law.