

## **Orient Insurance Ltd. Policyholder's Charter**

At Orient Insurance Ltd (“Company”), we are committed to building your trust and confidence by providing fair, equal, and transparent services. We, being a multinational company, governing by the local and international standards and best practices giving the best to our loyal policyholders.

The Company is into general insurance business with a valid registration issued by the company registrar and under the preview of regulatory supervision of Insurance Regulatory Commission of Sri Lanka (“IRCSL”).

### **Company commitment to policyholders;**

- **Transparency & Fairness:** We will establish clear standards and practices to enhance your confidence in our insurance products and services, ensuring essential information is clearly presented and readily accessible to you. We are dedicated to adopting fair, equal, and transparent practices.
- **Customer Confidence Centric Culture (3C):** Our primary aim is to foster trust and greater confidence among policyholders by introducing best practices that enhance service quality, reduce customer dissatisfaction, and encourage transparent and accountable behavior. We are dedicated to consistently meeting your expectations across all interactions.
- **Enhanced Protection:** We aim to minimize unclaimed claim benefits, and unidentifiable premium payments by creating awareness and offering support, ultimately improving policyholder protection and satisfaction.

### **Service Standards**

At Orient Insurance, our commitment to Respect, Integrity, Collaboration, and Excellence is reflected in every aspect of our service. Our service levels are a clear demonstration of this commitment, providing an overall framework that ensures ease of doing business for our policyholders. We have established clear standards that guide our entire operation, from the moment you first interact with us to the final resolution of a claim.

These service standards are designed to ensure consistency and quality across all our services. We hold ourselves accountable to these standards, with senior management overseeing all functions to maintain the high level of service we promise. Should any policyholder have a concern, a dedicated division is in place to address it. This team acts as a central point of contact, ensuring

any feedback is swiftly directed to the appropriate channels for a timely and effective resolution. This charter serves to demonstrate our ongoing commitment to these principles and the service levels that define our relationship with our valued policyholders.

### Policy Servicing Benchmarks

We ensure that every interaction with our policyholders is smooth, transparent, and responsive to your needs. Our service standards are designed to deliver on this promise, reflecting the guidelines set forth in the Regulation of Insurance Industry Act, No. 43 of 2000 – Direction No. 09 of 2025, titled “Direction on Improving the Confidence Level of Policyholders,” Section 4.1. This commitment ensures that we not only meet but exceed the expectations for excellent service as mandated by the industry's highest standards.

No	Policy Servicing Benchmarks	No. of Days	
		Motor	Non Motor
1	<b>Issuance of a quotation</b>		
	Individual	1 day	1 day
	Corporate	2 days	5 days
2	<b>Issuance of policy documents after acceptance of the proposal</b>		
	Individual	1 day	1 day
	Corporate	3 days	5 days
3	<b>Refund of premium after deducting expenses, and receipt of all the required documents.</b>	5 days	5 days
4	<b>Cancellation of policies on requests made by the customers, subject to completion of required documents</b>	1 day	1 day
5	<b>Claim intimation to settlement of the claim</b>		
	a. Acknowledgement of the claim notification and raising claim requirements.	2 days	3 days

b. Settlement of Claim subject to receipt of all documents.		7 days
Normal Repair (Motor)	3 days	
Total Loss (Motor)	10 days	
Litigations	Based on court proceedings	
d. Notification of rejection/ repudiation with reasons.	7 days	10 days

<b>Acknowledgement of complaint/ grievance and resolution of the complaint/ grievance</b>		
6 a. Acknowledgement of complaint/ grievance	2 days	2 days
b. Recording the complaint/ grievance		Real Time
c. Resolution of the complaint/ grievance		
Communication of Normal Complaints Findings	3 days	3 days
Complaint Investigation	14 days	14 days
Extension of Complaints further investigations	30 days	30 days

<b>Other policy servicing standards</b>		
7 a. Effecting changes relating to Non Financial Alteration in the policies after notification /request by the policyholder and carrying out verification.	1 day	1 day
c. Financial Alterations (Cover Addition / Cover Deletion / Member Inclusion etc..) after receiving request and carrying out verification.	1 day	1 day

### Policy Fee Categories

Our policy fees are structured to provide continuous, high-quality service throughout your insurance journey. Instead of a single, flat fee, we break down our charges based on the Line of Business (LOB). This ensures that the fees you pay are directly tied to the specific services and support required for your type of policy.

Serial No.	Fee Category	Fixed Fees	Variable Fees
1	Policy Administration Fee		
	Motor	4%	
2	Policy Fee (LKR)		
	<b>Motor</b>		
	Comprehensive		1,000-5,000
	Third Party		100-300
	Other (Fleet)		0 to 100
	<b>Non Motor</b>		
	Property	1,000	
	Property Private Residence	250	
	Casualty	1,000	
	Marine	500	
	Marine Open Policy	50	
	Medical	1,000	
	Travel	600	
	Other	1,000	

### Customer Complaints Handling Procedure

At Orient Insurance, we are dedicated to resolving any concerns our customers may have. Our Customer Complaints Handling Procedure is designed to ensure that every complaint is handled with Respect and Integrity, leading to a swift and fair resolution.

For detailed information on how we handle complaints or to initiate the process, please visit our website. This procedure is a cornerstone of our commitment to Excellence in service and allows us to consistently improve based on your feedback.

**To lodge a complaint;** <https://orientinsurance.lk/customer-complaints/>

**To view Customer Complaints Handling Procedure;** <https://orientinsurance.lk/customer-complaints/>

### **Charter Reviewing Frequency**

Our commitment to Excellence means we are constantly working to improve our service standards. This charter, which defines our service levels, is formally reviewed at least once every three years. We also make updates as needed to ensure that we are always providing the best possible service to our policyholders, staying aligned with our core principles of Respect, Integrity, Collaboration, and Excellence.