

# CIC LIFE CUSTOMER SERVICE CHARTER



CIC Life Assurance Ltd is a subsidiary of CIC Insurance Group Ltd. The company is authorized to carry out insurance business in Kenya for Long Term Insurance Business subject to the provisions of the Insurance Act Cap 487.

## **Our Purpose**

Enable people achieve financial security.

## **Our Vision**

To be a world class provider of insurance and other financial services.

Our commitment to our slogan, *"We keep our word"* is what makes us the leading Life Assurance Company in Kenya and the reason why our customers have chosen us among other companies.

We promise to:

- Provide access to online portal, mobile application and USSD code to Ordinary Life clients immediately after creation.
- Issue Ordinary Life policy documents within 5 working days of cover placement.
- Issue notification of partial and full maturities 15 days before due dates.
- Acknowledge every Ordinary Life receipted premium.
- Pay Ordinary Life claims within 5 working days on receipt of signed discharge voucher.
- Acknowledge all reported claims within 2 working days.
- Send Ordinary Life policy statements to clients on a monthly basis.
- Issue renewal notifications 30 days to the expiry of the last expense cover for Ordinary Life.
- Pay fully documented Group Life claims within 5 working days and Last Expense claims within 48 hours of receipt.
- Pay fully documented Pension claims for updated policies within 10 working days of receipt.
- Pay monthly pension to retirees/annuitants by 25th of every month.
- Provide access to online portal and mobile application to all existing pension clients.
- Respond to all sales enquiries immediately but not later than 2 working days.
- Acknowledge and respond to all customer queries within 2 working days of receipt.
- Issue Group Life policy documents within 7 working days from premium posting date of fully documented and paid proposals.
- Issue renewal notifications 60 days to the expiry of cover for Group Life.

## **FOR QUERIES CONTACT**

Customer Care on **020 282 3000 / 0703 099 120**, [callc@cic.co.ke](mailto:callc@cic.co.ke)

## **FOR COMPLAINTS CONTACT**

- Complete a complaint form on our website <https://cic.co.ke/complaints/>
- Call us on **0703099120**
- Write to us through P.O. Box **59485-00200** Nairobi
- Email us on [callc@cic.co.ke](mailto:callc@cic.co.ke)
- In person by speaking to any of our customer service staff.

All complaints will be acknowledged within 1 working day.