COMPLAINTS MANAGEMENT POLICY

Complaints may be lodged at/with any of the following touchpoints:

- By email to complaints@aiicopl.com
- By surface mail to the Head Office situated at AIICO Plaza, Plot PC 12, Churchgate Street, Victoria Island, Lagos
- By surface mail to any of the branch offices
- Call 0700 AIICONTACT (0700 2442 6682 28) or 012792947-8
- Visit www.aiicoplcm.com and follow the Customer Service link

RESOLUTION PROCEDURE
These steps are to be followed in redressing grievances:

STEP 1
Registration of complaints received through any of our touchpoints - whether in writing, in person or by way of telephone call.

STEP 2
Responsibilities of the Complaints Management Committee - the committee shall be responsible for the following:

- Acknowledging complainant’s letter within forty-eight (48) working hours of receipt
- Sending a closure and resolution letter alongside acknowledgment, where the matter is resolved within three (3) days
- Scrutinizing the complaint communication on its receipt and understanding customer’s grievances
- Identifying the complaint and classifying it to the correct complaint type or subtype for effective analysis
- Investigating the complaint with the relevant team(s) and available information and providing resolution to the customer
- Sending request(s) to complainant for alternate contact details, where the complainant could not be reached and information that would aid investigation still pending or required
- Ensuring records of all complaints received are maintained and case facts documented in the complaints register, whether satisfactorily resolved or otherwise
- Closing each complaint after resolutions. A complaint shall normally be settled within 30 working days from the date of the filing
- Informing the customer in writing of the resolution and closure, where he/she is satisfied, by sending AIICO’s final response to the complainant within the prescribed time limit.

STEP 3
In cases where the customer is not satisfied, he/she may be advised to further pursue redress with the:
Office of the Commissioner
National Insurance Commission,
Plot 1239, Ladoke Akintola Boulevard,
Garki II,
Abuja.