



## **PEOPLE'S INSURANCE POLICYHOLDERS' CHARTER**

#	Date	Name & Version	Prepared/Verified by:	Reviewed by:	Approved by:
01	17 <sup>th</sup> December 2025	People's Insurance Policy Holders' Charter – Version 1.0	<ul style="list-style-type: none"> <li>● Motor Underwriting Department</li> <li>● Non Motor Underwriting Department</li> <li>● Motor Claims Department</li> <li>● Non Motor Claims Department</li> </ul>	<ul style="list-style-type: none"> <li>● Head of Operations</li> </ul>	<ul style="list-style-type: none"> <li>● Board of Directors</li> </ul>

## OVERVIEW

At People's Insurance PLC, we are committed to delivering protection with integrity, customer-centric innovation, and sustainable risk management. We strive to ensure accessibility and financial inclusion for all our customers, guided by a spirit of resilience and responsiveness as one team.

Our dedication to empowering a resilient nation, drives us to serve you with unwavering passion and commitment. We believe in being there for you in every step of the way, helping you to achieve your personal and professional goals.

This Policyholders' Charter sets out our commitment to deliver high-quality insurance solutions, ensuring every interaction upholds our core values and service standards.

## POLICY SERVICING BENCHMARKS

The minimum service standards are defined in accordance with the guidelines outlined 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. However, our team is dedicated to put their maximum effort to exceed the below mentioned minimum service standards.

No.	Policy Servicing Benchmarks	No. of Days
1	Issuance of policy document after acceptance of the proposal	within 14 working days
2	Acknowledgment of the claim notification and raising claim requirements	within 1 working day
3	Settlement of claim with investigation requirement subject to receipt of all documents.	within 3 working days
4	Settlement of claim without investigation requirement subject to receipt of all documents.	within 2 working days
5	Notification of rejection/repudiation with reasons	within 3 working days
6	Acknowledgment of complaint/grievance	within 3 working days
7	Recording the complaint/grievance	within 1 working day
8	Resolution of complaints / grievance	within 14 working days
9	Response to an appeal made against a resolution provided	within 30 working days
10	Effecting changes relating to address / beneficiaries / nominees / assignees in the policies after notification / request by the policyholder and carrying out verification	within 1 working day

11	Effecting alteration / issue of duplicate policy on receipt of all required documents and after carrying out verification	within 1 working day
12	Financial Alterations (Cover Addition/Cover Deletion/Member Inclusion etc..) after receiving request and carrying out verification	within 1 working days
13	Non-Financial Alterations after receiving request and carrying out verification.	within 1 working day

## FEE CATEGORIES

Fee Category	Fixed Fees
Policy Administration Fee	2.86% of the Gross Written Premium

## CUSTOMER COMPLAINTS HANDLING

Please refer the following web links to

1. lodge a Complaint - <https://peoplesinsurance.lk/complaints/>
2. know about the Complaint Handling Procedure -

<https://peoplesinsurance.lk/wp-content/uploads/2024/08/Complaints-Handling-Procedure-Peoples-Insurance-PLC.pdf>

## CHARTER REVIEWING FREQUENCY

This Charter shall be reviewed at least once every three years and updated as deemed appropriate to improve the standards and obtain Board approval to ensure compliance with the Directions and Guidelines issued by Regulatory Authorities.