

CLIENT'S RIGHTS AND COMPLAINT PROCEDURES

As our client, you have the right to:

- ✓ Be treated with courtesy and respect at all times
- ✓ Discuss with your underwriter the full particulars of your insurance policy
- ✓ Be advised on the status of your claim and obtain any other pertinent information relating to the same
- ✓ Seek confirmation of your account position and raise any queries you may deem necessary

Professional Insurance aims to serve you better. If for any reason you feel you have not received the standard of service and treatment you rightfully deserve you may contact us.

1. **Call us on: +211 366705**
2. **E-mail us on complaints@picz.co.zm**
3. **Visit our website on www.picz.co.zm to learn more about our procedures**
4. **By writing to us at P.O. Box 34264, Lusaka, ZAMBIA**

We require the following information from you in order to address your complaint:

1. **Full name and address, a daytime telephone number and the times which you would prefer to be contacted.**
2. **Full particulars of the events leading to the complaint.**
3. **Date and time of incident(s).**
4. **Individual(s) involved.**
5. **Resolution, remedy or relief sought.**

We aim to respond to all complaints promptly and in all instances we shall:

- ✓ Acknowledge receipt of your complaint and write to you within 3 working days to advise you who will be handling the same
- ✓ Provide you with a reference number for your complaint
- ✓ Issue a letter with a proposal on the resolution of your complaint within 7 days after it was originally filed by you.
- ✓ Where you are not satisfied with our proposed resolution of your complaint, you may appeal by writing to the Chief Operating Officer (E-mail address is ndayanja@picz.co.zm)
- ✓ If your complaint is not resolved within 48 hours, you may forward it to the Managing Director (E-mail address is MD@picz.co.zm)

If your complaint is still not resolved satisfactorily, you may refer your complaint to the Pensions and Insurance Authority (PIA) using the following contact details;

Pensions and Insurance Authority,

Stand No.4618, Lubwa Road off Church Road,

Rhodespark, Lusaka.

Tel: +260 211 251401/251405/251489

E-mail: pia@pia.org.zm