



Financial Services Commission
Mauritius

Communiqué

Following the recent floods, the FSC, as the regulator of Financial Services activities other than banking, including insurance, wishes to inform the public that it is empowered by Section 6 of the Financial Services Act 2007 to *'take measures for the better protection of consumers of financial services'*.

Hence, it has in place a well defined complaints handling mechanism. According to guidelines issued on 05 October 2006, all insurance companies are required to have a Complaints Coordinator at all times. A list of Complaints Coordinators is available on the FSC website. Any complaint in respect of an insurer should be addressed in writing or in person to the Complaints Coordinator of the insurer. The Complaints Coordinator is responsible to deal with the complaints in an efficient and professional manner.

The insurer must:

- have a 'complaints coordinator' at all times;
- inform its policyholders of their rights to lodge a complaint;
- inform its policyholders of the steps required for filing a complaint with the Complaints Coordinator (documents and information to be produced);
- acknowledge receipt of the complaint within 3 working days of filing;
- settle a complaint within 30 working days of the date of filing;
- inform on contact persons;
- inform on documents to be provided;
- inform policyholders on steps to be taken if complaint is not solved;
- give any other necessary information for processing the complaint

If the complainant is still unsatisfied with the Complaints Coordinator's final response to his/her complaint, he/she may fill in a complaints form along with any supporting documents to the FSC after the receipt of the final response.

The Insurers' Association of Mauritius has been contacted by the FSC and it has been informed to request its members to treat the claims in relation to the recent floods as expeditiously and fairly as possible.

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