



5 October 2006

**CIRCULAR LETTER
CL021006**

**The Directors
Insurance**

Dear Sir/Madam

COMPLAINTS HANDLING BY INSURANCE COMPANIES

In order to encourage insurance companies to offer a better service to policyholders and interested parties, the Financial Services Commission (“the Commission”) has issued the attached Guidelines.

These *Guidelines* are issued after consultation with the insurance industry. Insurance companies, whether engaged in general or long term business, are henceforth required to set up and maintain an internal complaints handling mechanism to ensure that complaints are handled in a timely, ethical and efficient manner.

The Commission expects all insurance companies to follow the *Guidelines* and adopt a fully operational complaints handling mechanism within 3 months of the date of its issue, being the date of this Circular Letter.

These *Guidelines* are issued by the Commission pursuant to section 7(1)(a) of the Financial Services Development Act 2001.

Yours faithfully

J. N. Meetarbhan
Chief Executive

[Read Guidelines for Complaints Handling](#)