

# UAP OLD MUTUAL CUSTOMER SERVICE CHARTER

## 1. OUR COMMITMENT TO CUSTOMERS

- ▶ We are committed to making it **EASY** for our Customers and Intermediaries to do business with us
- ▶ We are committed to ensuring our Customers and Intermediaries feel **VALUED** for placing their business with us
- ▶ We are committed to ensuring that our Customers and Intermediaries have **PEACE OF MIND** that their business is safe with us and that we will treat them fairly at every point of our interaction with them

## 2. OUR SERVICE LEVEL STANDARDS

1. We will issue you with a policy document within 5 working days of receiving fully completed proposal forms or placing of risk notes and payment of premium due
2. We will issue you with a UAP Medical card within 3 working days of taking our medical cover.
3. We will acknowledge your queries and complaints promptly, and not later than 48 hours.
4. We will settle all insurance claims and payments to customers within 7 working days after receiving complete and correct documentation and suppliers within 30 calendar days or as per our contract.

## 3. YOUR RESPONSIBILITIES AS A CUSTOMER

1. To provide accurate and complete information on your proposal form and notify us immediately in case any of the information changes.
2. To read your policy document within 28 days of receiving the document and; if not satisfied with the terms and conditions of the policy to return the policy document and decline the policy within the 28 days and any premium paid will be refunded to you.
3. To ensure your premium is paid when it falls due, on the first day of the month that your policy is issued and subsequently, on the first day of the month on which your premium becomes due.

## 4. OUR COMPLAINTS PROCEDURE

If you are dissatisfied with the services provided by us, you can lodge a complaint with us in one of the following ways:

- In person by speaking to any of our customer service staff
- By telephoning us on **+256 414 332 700** or Toll Free on **0800 132700**
- By emailing us on the e-mail address below:
  - **customersolutionsuic@uap-group.com**
- If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

We will treat each customer complaint seriously and investigate all cases thoroughly. Each investigation will be concluded and communicated within **14 working days**. If you are not satisfied with the outcome of the resolution of the complaint, you can refer the matter to the regulator or an arbitrator for arbitration.

### The regulator's contact is as shown below:

#### INSURANCE REGULATORY AUTHORITY (IRA)

Plot 5 Kyadondo Road,  
Block B 2<sup>nd</sup> Floor Legacy Towers  
P.O BOX 22855  
KAMPALA  
Tel: (256) 417425500, Mobile:(256) -393266364,  
Email: [ira@ira.gov.ug](mailto:ira@ira.gov.ug) Website: [www.ira.go.ug](http://www.ira.go.ug)  
There is no charge for using the Insurance Regulatory Authority's services.

All cases arbitrated for or taken to court will take on the arbitration and court processes and timelines.

## 5. OUR CLAIMS PROCEDURE

Medical Insurance	General Insurance
<b>To make a medical claim for reimbursement:</b> 1. Provide the original medical bills, claim form dully filled and signed by the attending doctor and dully filled reimbursement form	<b>Documents that are required to be submitted for a Motor Insurance claim:</b> 1. Driving license 2. Police Abstract 3. Completed claim form

## 6. OUR CONTACT DETAILS

	Telephone contacts	Email address	HQ Physical Address
<b>General Insurance</b>	080013270 0	uapuganda@uap-group.com	<b>UAP Old Mutual Insurance Co. Ltd</b> Block D, Level 6, Nakawa Business Park, Plot 3-5 Port Bell Road P.O Box 7185, Kampala (U). <a href="http://www.uap-group.com">www.uap-group.com</a>

## 7. OUR BRANCH LOCATIONS AND OPENING HOURS

Branch	Location	Opening Hours
<b>Jinja Branch, Kampala</b>	Plot 32/34 Jinja Street, Jinja	Monday to Friday 8.15am to 4.45pm   Saturday 9.00am to 12.00pm
<b>Mbarara Branch, Mbarara</b>	Plot 23 High Street, Mbarara	Monday to Friday 8.15am to 4.45pm
<b>Kimathi Office, Kampala</b>	Plot 1, Kimathi Avenue	Monday to Friday 8.15am to 4.45pm   Saturday 9.00am to 12.00pm

UAP OLDMUTUAL UGANDA is ISO Certified - ISO 9001:2015

