

COMPLAINT MANAGEMENT POLICY

Coronation Insurance values the feedback and concerns of our customers. We strive to provide multiple channels for our customers to make complaints or share their experiences. Please find below the various touch points through which you can reach us, ensuring that your feedback is heard and addressed promptly. Whether it's through traditional means such as email, telephone, letters, or walk-ins, or through the convenience of online platforms and social media, we are committed to being accessible and responsive to your needs.

SN	Channels of Making Complaints	Touch Points
	Email Telephone Letters Walk Ins Sales Personnel Claims Feedback forms Social Media	Contact Center Email: contactcentre@coronationinsurance.com.ng Telephone: 01-2774500, 4566, 4577 Ombudsman Email: contactcentre@coronationinsurance.com.ng Telephone: 01-2774541 Online (Social Media) facebook.com/Coronation twitter.com/Coronation instagram.com/Coronation Head Office Physical Address: 119, Awolowo Way, Ikoyi Lagos