



CORONATION

FAQs for Contact Centre

January, 2024



CORONATION

CORPORATE PHILOSOPHY

OUR VALUES

Trust

Innovation

Leadership

OUR ATTRIBUTES

Confidence

Driven

Resourceful

OUR VISION

A continent transformed

OUR MISSION

Providing transformational solutions for
Africa's challenges

❖ **Where can I generate a quote or read about your product and services?**

Ans: You can generate a quote and read more on our products and services on our website www.coronationinsurance.com.ng or through any of our digital channels. You can also send the request to Contactcentre@coronationinsurance.com.ng or call us on **01-2774500, 4566, 4577**.

❖ **What are your digital channels**

Ans: The following are our digital channels:

Website	https://www.coronation.ng
Mobile App	Mobile App Download
Retail Portal	Coronation Customer Portal
Digital Claims Portal	Claims.ng (coronation.ng)

❖ **How do I generate my Statement of Account?**

Ans: You can generate your Statement of Account through the Retail Portal (<https://bit.ly/CoronationRetailPortal>) or by contacting us on Contactcentre@coronationinsurance.com.ng or **01-2774500**

❖ **How do I make payments**

Ans: You can make payments through any of the following means:

- Mobile Transfers
- Paystack
- Direct Debit Mandate (DDM)
- Bank Deposits (Using The Coronation Tellers)
- Standing Instruction

N:B *Please use your policy number as reference/narration for prompt acknowledgement and treatment*

- *Documentation for inception of new policies for TAT optimisation.*

❖ **What are your payment account details?**

Ans: You can make payments with any of the following accounts:

Coronation Life Assurance Accounts

- Access Bank 0056068658
- Access Bank 0775086405
- Access Bank 1236621964(Bancassurance)

Coronation Insurance Plc Accounts

- Access Bank 0018590056
- Access Bank 1236682145(Bancassurance)
- Access Bank 0690241246(Motor)

❖ I filled a direct debit mandate, but my premium has not been debited; What can I do?

An: Kindly reach out to us on Contactcentre@coronationinsurance.com.ng or call us on **01-2774500, 4566, 4577** to enable us investigate and resolve the issue.

❖ After payment, how long does it take to process my renewal?

Ans: As soon as your payment is confirmed, the renewal will be processed and your policy certificate sent to you within 24 hours.

❖ Why am I still being debited, after I have terminated my investment policy?

Ans: You were debited because you still have an active direct debit mandate. Kindly reach out to us on Contactcentre@coronationinsurance.com.ng or call us on **01-2774500, 4566, 4577** to resolve this.

❖ How do I request for my renewal schedule?

Ans: You can also send the request to Contactcentre@coronationinsurance.com.ng or call us on **01-2774500, 4566, 4577**.

❖ What is the minimum contribution on your flexible investment plans (monthly/annually)?

Ans: Flexible investment education plan: 5,000/60,000; Flexible investment retirement plan : 10,000/120,000; Flexible investment whole life plan: N5,000,000 per annum.

❖ What is the interest rate on investment policies?

Ans: The interest payable is index-linked in order to give you the benefit of changes in the market. The rate applicable is linked to the Treasury Bill or Federal Government bonds, and a function of the amount of your annual contribution.

❖ What are the part withdrawal options on investment policies and up to what limit?

Ans:

FLEXIBLE INVESTMENT – EDUCATION PLAN (SHORT TERM) - Part withdrawal: Up to 85% of accumulated principal; however, interest will be affected if withdrawal is made within the first one year

FLEXIBLE INVESTMENT – EDUCATION PLAN (LONG TERM) - Part withdrawal: up to 25% of accumulated principal after 2 years

FLEXIBLE INVESTMENT – RETIREMENT PLAN (SHORT TERM) - Part withdrawal: Up to 50% of accumulated principal after 2 years

FLEXIBLE INVESTMENT – RETIREMENT PLAN (LONG TERM) - Part withdrawal: Up to 25% of accumulated principal after 2 years

FLEXIBLE INVESTMENT – WHOLE LIFE PLAN - Part withdrawal: Up to 50% of accumulated principal after 2 years

❖ When are the benefits payable on your investment policies?

Ans: At maturity, the account balance (accumulated investible funds plus interest) and In the event of demise or additional covers, the sum assured together with the account balance is payable..

❖ Will Coronation pay the sum assured if I default in payment?

Ans: No. If there is an outstanding contribution at the time of demise no benefit will be paid other than the account balance.

❖ **What will happen if I do not complete my monthly contribution at the time of maturity?**

Ans: Please be informed that you will be paid the amount you contributed with interest at maturity of the policy.

Can I reduce my premium contribution due to financial constraints?

Ans: Please send us a mail at Contactcentre@coronationinsurance.com.ng or call us on 01-2774500, to enable us advise you accordingly.

❖ **Can I increase my premium contribution?**

Ans: Yes, you can increase your premium contribution. Please send your request to us at Contactcentre@coronationinsurance.com.ng.

❖ **What are the Payment Frequencies?**

Ans: The payment frequencies are Single, Annually, Bi-annually, Quarterly and Monthly.

❖ **Can I pay before the due date?**

Ans: Yes, you can pay before the due date. Your payment would start reading from the day after your it is due.

❖ **At maturity, if I choose to continue with the policy, what will I do?**

Ans: You can send us an email stating your wish to roll over the policy.

❖ **After maturity of my policy, how can I get back my money?**

Ans: You can make a claim on our [digital claims portal](#). You can also send the request to Contactcentre@coronationinsurance.com.ng or call us on 01-2774500, 4566, 4577.

❖ **Does the investment policy qualify for tax deductible?**

Ans: Yes. The premiums are tax deductible. You can request for your Tax Rebate Certificate by sending a mail to us Contactcentre@coronationinsurance.com.ng.

❖ **I have 3 to 4 investment policies can they be merged?**

Ans: No, they cannot be merged.

❖ **Can my beneficiary be changed?**

Ans: Yes it can be changed by sending us an instruction to Contactcentre@coronationinusrance.com.ng

❖ **Would I be penalized if I do not renew before the policy expiration?**

Ans: No, you will not be penalized. However, it's important to note the insurance rule: 'No premium, no cover.' This means that if your payment is pending, you would not be covered for the period during which the payment is not received.

❖ **Can I get the quote for group life insurance?**

Ans: The requirements for group life quotation are names of members, ages/date of birth and annual emolument (comprises of Basic Salary, Transport and Housing allowance). Please send these information to Contactcentre@coronationinsurance.com.ng to get a quote.

❖ **Do you have health insurance?**

Ans: Yes, we have a health X life insurance combo package. Please contact your request to Contactcentre@coronationinsurance.com.ng or call us on 01-2774500, 4566, 4577.

❖ **Do you do Insurance Bond?**

Ans: No, we do not do insurance bond.

❖ **What is the premium for Private Motor Insurance?**

Ans: Third party: N15,000
Comprehensive: Minimum of 5% of value of the vehicle.

❖ **Can I buy additional extension for my vehicle?**

Ans: Yes, you can buy additional extension for your vehicle.

❖ **Does your policy includes towing limit?**

Ans: Yes, it has a towing limit of N10,000

❖ **I have partnered with your company foryears now can my premium rate be reviewed?**

Ans: Yes, we can. We will like to review your claim history first. Please send you request to us Contactcentre@coronationinsurance.com.ng.

❖ **Can my policy be placed on hold till I am financially capable to continue?**

Ans: Yes it can. However, if you miss some payments during the course of the policy your beneficiary will not be entitled to the sum assured at the point of claims. They will only be entitled to the total Investment account balance after risk premium has been deducted.

❖ **How do I request for Claim?**

Ans: You can make a claim on our [digital claims portal](#). You can also send the request to Contactcentre@coronationinsurance.com.ng or call us on 01-2774500, 4566, 4577.

❖ **Are there consequences of terminating my policy before maturity?**

Ans: Yes. You would be charged a termination fee on your Investment Account Balance before maturity which is subject to Terms of your Policy Document.

❖ **If I take up a policy and I don't have any claim within my policy year, what would happen to the money I paid?**

Ans: There is no refund for pure risk (non-investment based) policies upon expiration.

❖ **Can I terminate my Motor Insurance after 5 month of cover**

Ans: Yes you can and the refund will be prorated.

❖ **How can my beneficiaries make a claim on my investment plan?**

Ans: In the event of demise, your beneficiaries or legal representative should notify us through any of the following channels:

- call any of our claims hotlines: 01-277-4500, 01-277-4566, 01-277-4577
- send us a mail via: contactcentre@coronationinsurance.com.ng
- send us a letter at: No. 119 Awolowo Road, Ikoyi, Lagos or through any of our Financial Services Associates in any Access Bank branch

The originals of the following substantiating documents would be required for sighting:

- Medical certificate of cause of death
- Death or burial certificate
- Completed Claims form
- KYC Document
- Credentials of the Beneficiary
- National Population Death Certificate.
- Coroner's inquest, if death is by a mysterious circumstance
- Police report, if death is by road accident or Gunshot.
- Medical bill (in the case of injuries)
- Qualified Physician's report, verifiable by our doctors (in the case of permanent disability).
- For more enquiries on our products and services, you can reach us on;
- T: 01-277-4500, 01-277-4566, 01-277-4577
- E: Contactcentre@coronationinsurance.com.ng W: coronation.ng

❖ **Where is your office located ?**

Ans: Our office is located at NO. 119, Awolowo Road, Falomo Ikoyi, Lagos State.

❖ **How did you get my phone number ?**

Ans: We got it via our partners' database.

❖ **How can I get the hardcopy of my policy document?**

Ans: The hard copy of your policy document can be dispatched to your preferred address. Please contact us on at Contactcentre@coronationinsurance.com.ng or call us on **01-2774500, 4566, 4577**; or reach out to your agent.



CORONATION

THANK YOU

Coronation Insurance Plc | 119 Awolowo Road | Ikoyi | Lagos | Nigeria | www.coronationinsurance.com/ng