

COMPLAINTS POLICY



We are fully committed to providing a high-quality insurance service to all our clients. If something goes wrong, we need you to tell us about it. This will help us to improve our standards.

If you are unhappy with any part of our service, please let us know about it by contacting our Complaints Coordinator whose contact details are as follows:

Telephone:	(230) 460 9200
Email:	complaints@eagle.mu
Address:	Eagle House Hyvec Business Park 15 A5 Wall Street, Ebene Cybercity, Mauritius

You can send your complaint to the Complaints Coordinator with all the required details by post or by electronic means.

Upon reception of your letter, the following steps will be taken:

Step 1: Your complaint will be recorded in our registry and in our system.

Step 2: An acknowledgment email or letter will be sent to you within two working days of receiving your complaint.

Step 3: We will begin investigating your complaint and strive to address it as soon as possible. In any case, you will receive a written response within 30 working days of receipt.

If the complaint requires additional investigation or involves pending information from a third party, we will notify you and keep you updated accordingly.

You have also the right to refer the matter to the **Ombudsperson for Financial Services**, within 30 days from the date of your complaint made to Eagle Insurance Limited.

The contact details are as follows:

The Office of Ombudsperson for Financial Services
Ground Floor, SICOM Tower, Wall Street, Ebene 72201
Tel: 460 0473 or 460 0474
Email: ombudspersonfs@ofsmauritius.org
Website: <https://ofsmauritius.govmu.org/ofsmauritius/>