

# Sagikor Service Quality Policy

## OUR ETHOS

Sagikor values your feedback and considers all issues, whether they be complaints or compliments, to be essential in evaluating and improving our service and product offerings to you. Our friendly team is available to actively listen, thoroughly investigate, and quickly work to keep a smile on your face.

## OUR PROCESS

1

### ACKNOWLEDGEMENT

Upon receipt of your concern or complaint, Sagikor will formally **acknowledge your complaint within one (1) business day**. Your complaint will be recorded, and we will notify you of any updates. You may also connect with us at any time for an update.

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### PROCESSING

Based on the complexity and nature of the feedback given, it will take between **1 and a maximum of 20 business days to process**. In order to ensure that the right course of action is taken, complaints will be assessed and assigned to the appropriate team who will manage your case. Complaints will be **escalated after the tenth (10th) day** if required.

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### RESOLUTION

We will let you know the outcome, any next steps, and any outcomes as we work to quickly and satisfactorily resolve your complaint. All feedback is confidential, and every effort will be made to be fair, consistent, and effective.

## HOW TO VOICE YOUR CONCERN OR COMPLAINT

A complaint may be reported to Sagikor via any of the following means:

### Online

Relay your feedback by completing the [online form](#) on this page.

### Telephone

Call us at 246-467-7707 and a Customer Service Representative will be available to assist Mondays to Fridays from 8:00am to 8:00pm.

### Email

Email us at [servicequality@sagikor.com](mailto:servicequality@sagikor.com). A Customer Experience Representative will capture your feedback, respond, and commence the handling process.

## Live Chat Or WhatsApp

Click [here](#) to share your feedback via our [live chat feature](#). Share your feedback via WhatsApp at [246-467-7243](#).

## Mail

### **Sagicor Life Inc**

Sagicor Financial Centre

Lower Collymore Rock

St. Michael

Barbados

## Face-to-Face

Relay your feedback to a Customer Service Representative or scan the Service Quality QR code located at any of our offices.

## Regulator Contact

If you are not satisfied with Sagicor's resolution, you may contact the below regulatory institution:

### **Financial Services Commission**

**E-mail** [info@fsc.gov.bb](mailto:info@fsc.gov.bb)

### **Mail**

Chief Executive Officer

Financial Services Commission

Bay Corporate Building

Bay Street

St. Michael

**Telephone** 1-(246)-421-2142

**Fax** 1-(246)-421-2146

Complete the form below to get in touch with our Customer Experience team. To find out what we do with your personal data please click here to read [our privacy notice](#).