# Sagicor Service Quality Policy

Watch the video below to learn more about our new service quality policy.



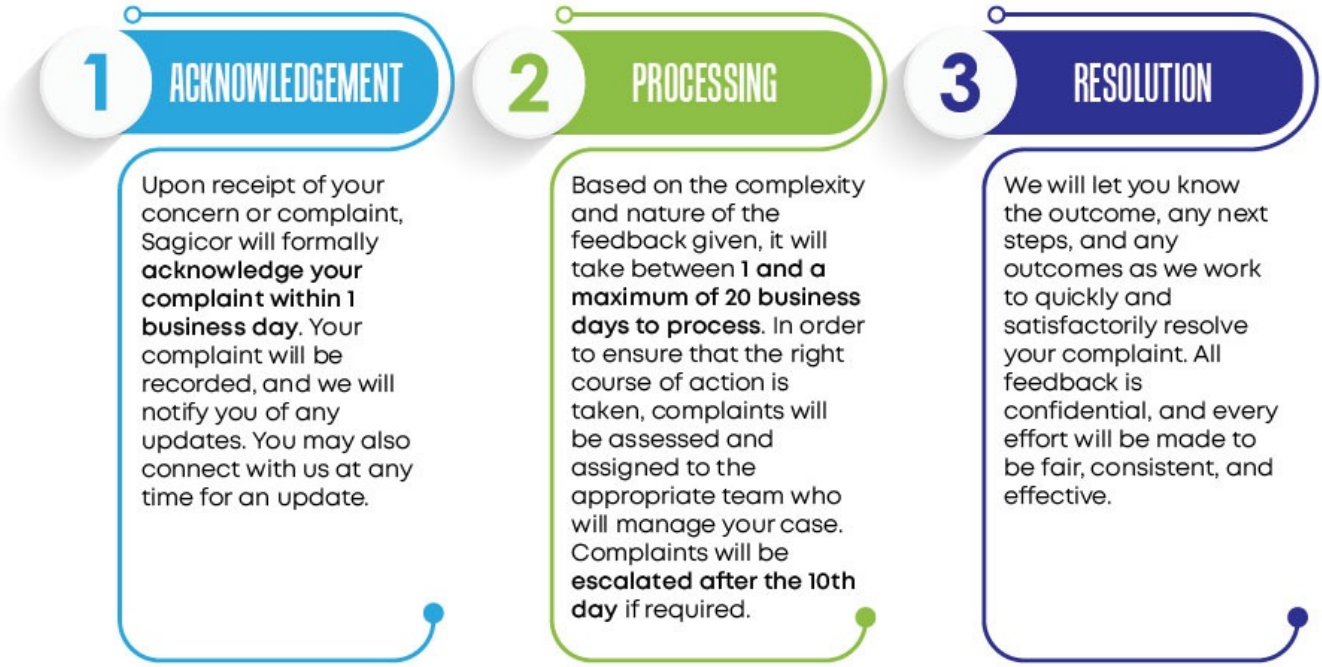
## OUR ETHOS

Sagicor 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 POLICY GUIDELINES

Sagicor is committed to delivering the highest standard of service to its customers and to listening and responding to customers' views. To optimize its capacity to handle and resolve customer complaints and in keeping with statutory and regulatory requirements, Sagicor has established this Customer Service Quality Policy and Guidelines.

## OUR PROCESS




## HOW TO VOICE YOUR CONCERN OR COMPLAINT

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

### Online

Relay your feedback by completing the online form on this page.

### Telephone

Call us at 1-(869)-465-9476 and a Customer Service Representative will be available to assist Mondays to Fridays from 8:00am to 4:30pm.

### Email

Email us at servicequality@sagicor.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**

C/o St. Kitts Nevis Anguilla

Trading and Development Company Limited

Central Street

Basseterre

St. Kitts

**Mailing Address:**

P.O. Box 835

Basseterre

St. Kitts

## 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** skanfsd@sisterisles.kn or Kerstin.petty@gmail.com

**Mail**

The Board of Commissioners

Financial Services Regulatory Commission

Karibhana Building (2nd Floor)

Liverpool Row

P.O. Box 898

Basseterre, St. Kitts

**Telephone** 1-(869)-466-5048, 1-(869)-467-1019/ 1591

**Fax** 1-(869)-466-5317

Complete the form below to get in touch with our Customer Experience team.