Sagicor 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 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-(758)-456-1700 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
Sagicor Financial Centre
Choc Estate
Castries
St. Lucia

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 finsersup@gosl.gov.lc or cleon@gosl.gov.lc

Mail
The Executive Director
Financial Services Regulatory Authority
3rd Floor, Financial Centre
#1 Bridge Street
Castries, St. Lucia

Telephone 1-(758)-468-2999
Fax 1-(758)-451-7655/ 1-(758)-452-6700

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