Prime Insurance Company Limited

CUSTOMER COMPLAINTS HANDLING PROCEDURE

At Prime Insurance Company Limited, we value our customers and are committed to providing quality service. If you are dissatisfied with any of our services; please let us know – your feedback helps us improve.

How to Lodge a Complaint

- **In person:** Speak to the Branch Manager or Customer Service Officer
- **By phone: 0995 458 758**
- **By email:** complaintsmanager@primeinsurance.mw
- **By Prime website:** You find a link to a Complaint Form

Complaint Handling Process

- **Acknowledge receipt:** Within 2 working days of receiving your complaint.
- **Investigation:** We will investigate and keep you informed of progress.
- **Resolution:** A written response will be provided within 14 working days. Complex cases may take longer, but we will update you accordingly.

If You Are Not Satisfied

If you are not satisfied with our response, you may escalate your complaint to:

The Registrar of **Financial Institutions**
Reserve Bank of Malawi **Call 01111770600**