SAVINGTON INTERNATIONAL INSURANCE BROKERS - MEDICAL DEPARTMENT COMPLAINTS HANDLING PROCEDURE Customer Save the Reference File a Complaint via Acknowledge the # for future End Start email/phone/office Complaint correspondence (if visit resolution required) Admin Assistant Receptionist/ Register the Forward the Complaint in log Complaint to Head book and provide of Medical the Reference # Department of Medical Department Escalate the Issue with Savington GM/ Identify the nature Is it Claims ls it Insurers/DHA until of Complaint Underwriting? Internal? amicable solution is achieved Is it Internal? Head Yes No Department Notify Head of Medical Medical Department Update the log book Investigate, Analyze Investigate, Analyze if Complaint is not with closure and Resolve with and Resolve with resolved within TAT remarks and inform TAT 3 working days TAT 3 working days (both internal/ Customer external) Insurance Co/TPA External Parties -Investigate, Analyze Investigate, Analyze and Resolve with and Resolve with TAT 7-10 working TAT 7-10 working days and 21-30 days working days (major complaint)