

## CUSTOMER COMPLAINTS HANDLING PROCEDURES

*Please share if you are not satisfied by our services.*

*We will do our best to resolve your case at earliest convenience.*

We believe that the only excellent customer service makes the favorable insurance. But we also realize that sometimes not all processes are going in a right way. What we definitely know is, that if something goes wrong in ARDI, we will do our best to fix it promptly and fairly.

Please read our brief instructions on how we work with your complaints at ARDI, how you can share your thoughts with us and how long it will take to process them:

### HOW CAN YOU STATE YOUR COMPLAINT?

1

By written form at  
ARDI's Insurance  
Houses

2

ARDI website:  
[https://ardi.ge/en/  
voice-of-customer](https://ardi.ge/en/voice-of-customer)

3

Through our Quality  
Assurance Division:  
[sos@ardi.ge](mailto:sos@ardi.ge)

### HOW LONG DOES IT TAKES TO EXAMINIING YOUR COMPLAINT?

#### WITHIN 2 DAYS

- You receive the confirmation that your complaint has been received and provide you with contact information about the assigned person for your case

#### WITHIN 10 DAYS

- You receive a comprehensive answer to your complaint
- Or, we will explain why we cannot provide you with an fully detailed answer at this stage and inform you possible maximum deadline.

#### WITHIN 30 DAYS

- You receive an comprehensive answer to your complaint
- Or explain why we are still unable to provide an answer at this stage and provide you with information about additional ways to state the complaint.

## IF YOU ARE STILL DISSATISFIED WITH THE INFORMATION YOU RECEIVED

If you are not satisfied our final response or react, or do not agree with the reasons we have given to your complaint you can refer the same complaint to the LEPL “Insurance Mediation Service” at following website: <http://insurance.org.ge/>

E-mail: [mediacia@insurance.org.ge](mailto:mediacia@insurance.org.ge)

Contact number: 0322 555155

Address: Mosashvili st. 24, Georgia, Tbilisi, 0162

LEPL “Insurance Mediation Service” will provide you services with **free of charge**.

## IN WHICH CASE THE COMPLAINT IS NOT EXAMINING

- If the cause of the complaint delays in the provision of services to the user or refusal to provide services, which is determined by the Law of Georgia "On Promotion of Prevention of Legalization of Illegal Income";
- If the insurer has already examined a similar complaint of the same client.