

HOW TO **MAKE A COMPLAINT**

MUA is committed to providing its customers with quality products and the highest standards of service. In case you feel you are not satisfied with one of our products or the service you have received, please follow these simple steps:

STEP #1:

Kindly contact the department dealing with your query in order to find a possible solution.

STEP #2:

If you are still not satisfied with the response obtained, make a written complaint to our Customer Care team, with as much detail as possible:-

- the nature of complaint;
- summary of the main facts;
- dates of occurrence/(s);
- Insurance Policy No. (where applicable);
- name of Insured / policy holder;
- name of complainant;
- address & contact number;
- and other relevant details and supporting documents, where appropriate.

In accordance with the Ombudsperson for Financial Services Act 2018, please note that complaints should be sent by email to complaints@mua.mu or by post only to the following address:

**Customer Care
MUA
4 Léoville L'Homme Street
Port Louis
Mauritius**

Complaints process

- We will contact you by telephone upon receipt of your complaint to obtain any additional information required.
- As per the Ombudsperson for Financial Services Act 2018, we are under obligation to respond to your complaint in writing within a maximum of 10 calendar days, from the date it was filed.

STEP #3:

Should you not be satisfied after receiving MUA's final response, you may refer your complaint to the Office of the Ombudsperson for Financial Services. The complaint must be made in writing and sent by email to ombudspersonfs@myt.mu or by post to the following address:

**The Office of Ombudsperson for Financial Services
8th Floor, SICOM Tower
Wall Street
Ebene**

You may refer to the following website for more information on the procedures established by the Ombudsperson for Financial Services Act 2018:

<https://www.bom.mu/about-bank/legislations/ombudsperson-financial-services-act-2018>

**Customer Care
MUA**