

Customer Complaint Handling Procedures

How to lodge a complaint

If you are not satisfied with our services, products or business conduct and have a complaint about the products or services provided by us, you may lodge a complaint in writing to us, with full details of the subject of the complaint, relevant supporting documents, your full name and how we may contact you (i.e. Full address, telephone number, Email address).

We suggest you to lodge a complaint in written form in order to let us handle it effectively. Nevertheless, you may call us or make your complaint in person, should you have any difficulties which may prevent you from making a written complaint.

How we will handle your complaint

Information in relation to a complaint shall be treated as strictly confidential. Upon receipt of your complaint, we shall contact you shortly advising the name and full contact details of the person who shall be handling your complaint and when you may expect a final response.

Within (30) thirty days from the date of receipt of the complaint, we shall reply you our investigation result or advise you in case there is any circumstances to delay our responses and advise you when we expect to provide you with a final response.

The acknowledgement and the final response may be combined, if we are able to provide a final response within a short period of time.

How to contact us

Your complaint could be sent to us with the following means:

Mail: Sompo Insurance (Hong Kong) Company Limited
21/F, Berkshire House,
Taikoo Place,
25 Westlands Road,
Quarry Bay, Hong Kong

Facsimile: (852) 2573 2072

Email: enquiries@sompo.com.hk

Telephone: (852) 2831 9980