

# CUSTOMER GUIDE TO COMPLAINTS PROCEDURE

This document applies to retail (private individuals) customers only.

## Who should I contact if I have a complaint or feedback?

If you have a complaint or feedback regarding our products or services, you can contact us by phone, email or write to us. Our contact details are:



**Phone:** (65) 6534 8988  
Mon – Fri 09:00 to 17:30 SG time



**Email:** [answers@zurich.com](mailto:answers@zurich.com)



**Write to:**  
Zurich Life Insurance (Singapore) Pte Ltd  
Singapore Land Tower, #29-05  
50 Raffles Place, Singapore 048623

## The Financial Industry Disputes Resolution Centre Ltd

Their contact details are:



**Phone:** (65) 6327 8878



**Email:** [info@fidrec.com.sg](mailto:info@fidrec.com.sg)  
**Website:** [www.fidrec.com.sg](http://www.fidrec.com.sg)



**Write to:**  
The Financial Industry Disputes Resolution  
Centre Ltd (FIDReC)  
36 Robinson Road, #15-01 City House  
Singapore 068877

We will acknowledge your complaint within 2 business days and conduct a full investigation and respond to you within 5 business days. If your complaint is complex and requires more time to look into, we will inform you.

## What are the next steps if I'm not happy with the response you provide?

We always aim to provide our customers with solutions that meet their expectations. However, we recognise that we may not be able to reach an agreement with you.

In the unlikely event we can't reach an agreement with you still, we will send you a final response and inform of your right to refer your complaint to the Financial Industry Disputes Resolution Centre Ltd (FIDReC).

## Our Commitment to customer service

Here at Zurich, we are dedicated to offering quality service to our customers.

In accordance with the Fair Dealing Guidelines issued by the Monetary Authority of Singapore, we are committed to resolve customers' concerns, feedback and requests independently, promptly and effectively.

Zurich Life Insurance (Singapore) Pte. Ltd. is registered by Monetary Authority of Singapore to conduct life insurance business in Singapore, is a Member of the Life Insurance Association of Singapore, and a Member of the Singapore Financial Dispute Resolution Scheme.

**Zurich Life Insurance (Singapore) Pte. Ltd.**

Registered Office: Singapore Land Tower #29-05,

50 Raffles Place, Singapore 048623

Registered in Singapore: No. 201027348R

Tel: +65 6327 0340 Fax: +65 6534 4594

[www.zurich.com.sg](http://www.zurich.com.sg)

Zurich Life Insurance (Singapore) Pte. Ltd. is part of the Zurich Insurance Group which has a representation in more than 170 countries.

