

# Sonarwa General Insurance Company Ltd

## Customer Service Charter



### Our Vision

Is to sustain Sonarwa General among top general insurance Companies in Rwanda.

We achieve this by providing innovative general insurance products that are of value to our clients through technology and by a dedicated professional staff.

### Your feed back

Sonarwa General Insurance Company Limited customer service promise is based on our commitment to deliver the highest quality services as outlined in this charter.

We will use your feed back to drive business improvements in an open and accountable manner.

### Our service promise

Ensure insurance services and officers are accessible and all customers receive responsive customer care.

**“we are passionate about providing every customer with a professional experience which is focused on a solution”**

Help us assist you by providing accurate and complete information, quoting reference numbers, telephoning us in advance to book appointments for complex enquiries.

### Help us to help you

We are constantly looking for ways to enhance the service we provide to you.

If you can suggest improvements please tell us.

### You can provide feedback

1. [www.sonarwa.co.rw](http://www.sonarwa.co.rw)
2. Visit any of our customer service points
3. Contact 0788383692
4. Discuss with our representative.

If after doing this you are still not satisfied.

Ask to be referred to the immediate supervisor

# Our commitment starts with our service promise



## Whenever you contact us

We will;

- Identify ourselves when assisting you.
- Greet and listen to you with understanding.
- Treat your personal information with confidentiality.
- Make every effort to resolve your enquiry at first point of contact.
- Set clear expectations of the next steps and deliver on them.



## Service to expect when you contact us by telephone.

Our customer service officers are available to assist you between 8.30am and 5:30pm Monday to Friday on Tel: 9000. In the event of "After Hours" emergency; you can contact us on our 24 hours a day, seven days a week number 0788383692

We will;

- Strive to answer your call within 30 seconds. However, if demand for our services is high we may place your call on a queue for a short period.
- Offer informative and upto-date "on hold" messages about our products/activities.
- In the event you require personalized assistance, you will be transferred to the right person first time.



## Service to expect when visiting our offices.

Our Company has a strong presence with offices spread throughout the Country where we provide information or assistance relating to our services including purchase of our products. **You are able to get advice on available products, pricing, claims settlement and regulatory requirements.**

We will;

- Acknowledge your arrival and aim to attend to you within 5 minutes.
- Attend to your booked appointment on time.



## Service to expect when dealing with us by written correspondence.

You are able;

Write: Sonarwa General Insurance Company Limited. P.O Box 1035 Kigali

Email: [info@sonarwa.co.rw](mailto:info@sonarwa.co.rw)

Tel: 9000 during working Hours;

0788383692 (24 Hours/ 7 days a week)

We will;

- Record and distribute your correspondence within 8 hours for actioning.
- Provide response to letters, faxes and emails within 5 business days of receipt.
- Provide interim response if enquiry cannot be fully addressed within 5 business days.
- Write to you in concise language that is easily understood.