

SERVICE DELIVERY CHARTER

The Policyholders Compensation Fund is a State Corporation established to provide compensation to policyholders of a wound up insurer. The Fund offers a number of services to its customers whose service level expectation is as follows;

NO	SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINE	
1.	Compensation	<ul style="list-style-type: none"> ▪ Insurance Company put under receivership. ▪ Claim Supporting documents. 	Free of charge	One (1) months from date of claim approval	
2.	Statutory Management	Fund appointment as Statutory Manager	Free of charge	Within time stipulated by the court.	
3.	Liquidation	Court order/ruling	Free of charge	As stipulated in the court order.	
4.	Inquires/ Complaints Handling/ Resolution	Verbal	Visit PCF Offices /Phone call	Free of charge	Immediate
		Written	Letter	Free of charge	<ul style="list-style-type: none"> ▪ Acknowledged within two (2) working days. ▪ Replied to within seven (7) working days.
			Email	Free of charge	Emails within one (1) working day.

In cases where the service delivery is perceived to be unsatisfactory, complaints should be reported to the;

The Chairman

Commission on Administrative Justice
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The Managing Trustee

Policyholders Compensation Fund
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