

Enhanced Mutual Insurance

COMPLAINTS HANDLING PROCEDURE

We aim to resolve every complaint fairly and promptly. Here is what to expect when you raise a concern with us.

Step 1 — Tell us

Contact us by phone (+232 99 346 278), email (customercare@enhancedmutual.sl), in person at our Freetown office, or through the Self Care chat on our website.

Step 2 — Acknowledgement

We will acknowledge your complaint within 2 business days and give you a reference number to track it.

Step 3 — Investigation

A member of our team will review your complaint, which may include contacting you for more information.

Step 4 — Resolution

We aim to resolve most complaints within 10 business days. If a complaint is more complex, we will keep you updated on progress.

Step 5 — Escalation

If you are not satisfied with our response, you may escalate your complaint to the Sierra Leone Insurance Commission (SLICOM).