



## Insurance Regulatory Authority of Uganda

Plot 5, Kyadondo Road  
Legacy Towers, Block B, 2<sup>nd</sup> Floor  
P.O. Box 22855, Kampala, Uganda  
Tel. +256-414-346712 / 253564  
0312 266 364  
Fax: 256414349260  
E-mail: ira@ira.go.ug

IRA/CIR/01/17/210

January 16, 2017

### TO ALL LICENSEES

Dear Sir/Madam

### THE INSURANCE COMPLAINTS BUREAU GUIDELINES, 2017

1. The Authority has developed, the Insurance Complaints Bureau Guidelines, 2017 in order to provide an effective complaints handling system that will strengthen public confidence in insurance.
2. Please see attached a copy of the above mentioned Guidelines.
3. Whereas these Guidelines will come into force on the 1<sup>st</sup> of February 2017, they shall equally apply to complaints previously registered with the Complaints Bureau.
4. Your full observance shall be required and we look forward to your cooperation.

Yours faithfully

**INSURANCE REGULATORY AUTHORITY OF UGANDA**

A handwritten signature in black ink, appearing to be 'Alhaj Kaddunabbi Ibrahim Lubega', written over a horizontal line.

Alhaj Kaddunabbi Ibrahim Lubega  
**CHIEF EXECUTIVE OFFICER**

Copy: Uganda Insurers Association

Uganda Association of Insurance Brokers

Uganda Association of Engineering Valuers & Loss Assessors

Uganda Agents Association

Handwritten initials 'BK/m' in blue ink.  
BK/m