



JANASHAKTHI
Life

Janashakthi Life Policyholder Charter

Our Promise to You

Our Customer Vision

At Janashakthi Life, insurance is a promise to stand by you throughout your life's journey. We strive to build lasting relationships through transparent, caring, and personalized service that adapts to your needs, becoming your trusted partner in protecting what matters most.

This Charter reflects our commitment to the highest standards of fairness, service, and accountability. It aligns with the Insurance Regulatory Commission of Sri Lanka (IRCSL) directives and represents our pledge to balance policyholder rights with service excellence.

Our Commitment

We commit to:

- Provide transparent, fair, and courteous service in every interaction.
- Share clear, accurate, and timely information to help you make informed decisions.
- Actively listen to your concerns and protect your rights.
- Handle issues and complaints promptly and fairly for your peace of mind.
- Continuously improve our services through monitoring, feedback, and governance.

Your Rights

As a valued policyholder, you have the right to:

- **Transparency:** Clear, complete information on products, terms, charges, and exclusions.
- **Fair Treatment:** Dignity, fairness, and respect at all times.
- **Informed Choice:** Support in understanding product features to make confident decisions.
- **Privacy:** Protection and confidentiality of your personal information.
- **Grievance Resolution:** Access to fair and timely complaint resolution channels.

Our Service Standards – Individual & Group Policies

No	Policy Servicing Benchmarks - upon receiving all required documents	No. of working days
01.	Issuance of the policy document after acceptance of the proposal.	Within 05 Days
02.	(a) 21-day cancellation (refund of premium after deducting medical expenses, if incurred) - without investigation requirement	Within 07 Days
	(b) 21-day cancellation (refund of premium after deducting medical expenses, if incurred) - with investigation requirements	Within 30 - 60 Days
03	Payment of surrender value.	Within 07 Days
04	Claim settlement	
	(a) Acknowledgement of the claim notification and raising claim requirements – via App	Within 01 Day
	(b) Acknowledgement of the claim notification and raising claim requirements - Others	Within 02 Days
	(c) Settlement of Claim without investigation requirement. (Once all requirements are received) – for App-initiated claims	Within 02 days
	(d) Settlement of Claim without investigation requirement. (Once all requirements are received) – for other claims	Within 03 Days
	(e) Settlement of Claim with investigation requirement.	Within 15- 45 Days
	(f) Notification of rejection/repudiation with reasons.	Within 07 Days
05	Acknowledgement of complaint/ grievance and resolution of the complaint/ grievance.	
	(a) Acknowledgement of complaint/ grievance	Within 01 Day
	(b) Recording the complaint/ grievance	Within 02 Days
	(c) Resolution of the complaint/ grievance	Within 05 Days
	(d) If Investigation needed	Within 30 days
06	Other policy servicing standards	
	(a) Effecting changes relating to address / beneficiaries / nominees / assignees in the policies after notification/request by the policyholder and carrying out verification.	Within 01 Day
	(b) Effecting revival/alteration/issue of duplicate policy on receipt of all required documents and after carrying out verification.	Within 02 Days
	(c) Financial Alterations (Cover Addition / Cover Deletion / Member Inclusion etc.) after receiving request and carrying out verification.	Within 03 Days

	(d) Non-Financial Alterations (Surrender Value Certificate / Visa Letters, etc.) after receiving request and carrying out verification.	Within 02 Days
--	---	----------------

Please note that all timelines given are effective only upon receiving all required documents.

Applicable Fees and Service Charges

	Fee Category	Fixed Fees	Variable Fees	Frequency of change, if variable
01	Policy Administration Fee		Rs. 500	Reviewed Annually
02	Servicing Fee		0	Reviewed Annually
03	Visa letters and Tax letters		0	Reviewed Annually
04	Policy loans		0	Reviewed Annually
05	Any other specific confirmation letters requested by policyholders (e.g., Premium payment confirmation and etc.)		0	Reviewed Annually
06	Premium allocation Charges		Please refer Table A,B,C	Reviewed Annually
07	Fund Management Charges		ULP products - 0.25% p.a.	Reviewed Annually
08	Surrender Charge		0	Reviewed Annually
09	Charges for issuing a duplicate policy document		Rs. 1,000	Reviewed Annually
10	Any other (please specify)-Cancellation		Rs. 1,000	Reviewed Annually
11	Language Translation Fee		Rs. 1,000	Reviewed Annually

Table A

Premium Allocation Charges for Life Investment - Single Premium: 10%

Table B

Premium Allocation Charges for Life Investment - Regular Premium:

Policy Year	Term 10-15	Term 16 - 19	Term 20	Term 20+
1st year	80%	80%	70%	60%
2nd year	50%	50%	40%	30%
3rd year	10%	10%	10%	10%
4th year onwards	2%	2%	2%	2%

Table C

Premium Allocation Charges for Janashakthi Flexi Pay

Policy Year	Allocation Charge
1st year	40%
2nd year	20%
3rd year	5%
4th year onwards	2%

Grievance & Complaint Handling Mechanism

If you have any concerns, please contact us through:

- **Hotline:** +94 11 263 6636
- **Email:** insurance@janashakthi.com
- **Website:** www.janashakthi.com
- **Visit:** Any Janashakthi Life branch.

- **Write to:**

Head of Customer Experience
Janashakthi Life Insurance PLC
1st Floor, Bishop's Gate Building
338, T.B. Jayah Mawatha,
Colombo 10

Or

Chief Business Officer
Janashakthi Life Insurance PLC
1st Floor, Bishop's Gate Building
338, T.B. Jayah Mawatha,
Colombo 10

Alternatively, if your concern is still not resolved to your satisfaction, you may escalate to:

Insurance Regulatory Commission of Sri Lanka (IRCSL)
Website: ircs.gov.lk
Phone: +94 11 239 6184

Governance & Monitoring

This Charter is reviewed annually and approved by the Board of Directors. Performance against these standards is tracked through customer feedback, NPS (net performance score), and audits.

Staff, sales personnel, and agents undergo mandatory awareness programs on the contents of this Charter, ensuring full compliance and service excellence.

We are committed to continuous improvement to ensure you receive the highest level of service. Your feedback is important to us and helps us serve you better.

Date of Issue: 28/10/2025

Version: PC_V2025_October

Review Cycle: Once in 2 years

Next Review Date: 1st October 2027

Approved by: Board of Directors, Janashakthi Life PLC