

## **Fair Dealing**

At China Life Insurance Singapore, we believe that customers are the core of our business. It is important that we act responsibly and in our customers' best interests.

We are committed to treat our customers fairly and you can be assured that we will endeavor to provide you with:

- Making Fair Dealing a central principle in the way we conduct our business
- Offering products and services that are suitable to our customers' needs
- Providing quality advice and appropriate recommendations to our customers
- Giving clear and timely information to our customers to help them make informed decisions
- Handling complaints in an independent, effective and prompt manner

### **Enquires and Feedback**

You can reach our Customer Care Representatives at (+65) 6727 4800 from Monday to Friday (excluding Public Holiday), or via email at [CustomerCare@chinalife.com.sg](mailto:CustomerCare@chinalife.com.sg), or complete the Online Enquiry Form.

For customer complaint received relating to our products and services, please let us know and we will provide a written acknowledgement within 2 business days. You may be contacted by our team if further clarifications are needed.

We will provide a written response within 20 business days and inform you should we require more time for review.

If you believe that your concerns have not been addressed despite our best efforts, you may contact the Financial Industry Disputes Resolution Centre Ltd (FIDReC) for additional assistance. You may find out more details at [www.fidrec.com.sg](http://www.fidrec.com.sg).