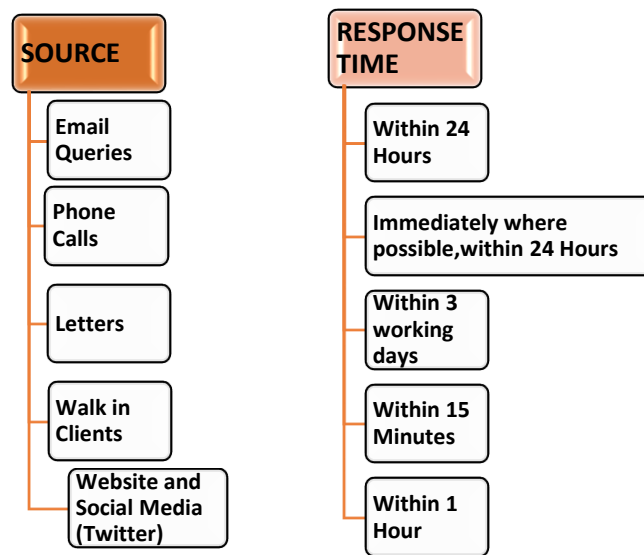




SONARWA Life

This is our promise to you, our valuable clients.

1. We will acknowledge/respond to your queries received from various platforms within the timelines listed below:



N/B: The hours/days are strictly working days

2. We will ensure our staffs are trained to provide you with the information you need to select the insurance cover that best meets your requirements.
3. We will provide quotation within a day after receipt of all information for straightforward policies and within communicated timelines for tenders.
4. We will have a dedicated staff member to assist you through the purchase/underwriting/claims process and any other stages of your interaction with us.
5. We will settle all valid claims and withdrawal requests within relevant communicated timelines at the stage of acknowledgement of the claim/withdrawal requests.
6. We will acknowledge receipt of all complaints within 24 hours and keep you appropriately informed of the progress up to closure of the same.

Our Request to you.

- Provide us with all the relevant information and documentation to make a complete application.
- Keep us updated of any changes that might affect your policy.

- Treat our staff professionally in all engagements with them.
- We appreciate that you will always give us true information about the risk.

OUR CONTACTS.

In case of any feedback, query or complaint with regard to any of our service to you,
Please do not hesitate to reach us on any of the contacts below;

Email: sonarwalife@sonarwa.co.rw

Call: +250 788500144

Twitter: @SONARWA Life

Or visit us at any of our offices countrywide.