



INSURANCE COMMISSION
OF THE BAHAMAS

The Insurance Commission of The Bahamas (the Commission), as part of its regulatory function, views the protection of policyholder interest as a paramount concern. This protection is extended to the satisfactory settlement of claims between insurers and policyholders.

The Commission requires all registered insurance companies to have an internal complaints process. The internal complaints process allows a policyholder or beneficiary to file a complaint with an insurer if they are not satisfied with a claim settlement. If a complaint is unable to be resolved in favour of the policyholder or beneficiary, a complaint may be initiated with the Insurance Commission of The Bahamas, in accordance with the Commission's Complaints Process Guide. In order to have a complaint investigated by the Commission the following process should be completed:

1. File complaint with insurance company, agent or broker
2. Obtain final position letter from insurance company
3. Complete the Commission's complaint form with copy of all attachments

The Commission's complaints process comprises of mediation and arbitration which are at no cost to the policyholder. Policyholders also have the right to seek recourse through the courts; however, once a matter is placed before the courts the Commission's alternate dispute resolution methods are suspended.

For further information on the Commission's Complaint Process Guide, please visit our website www.icb.gov.bs and view the documents under the tab **Consumer Information/Complaints**.