



ศรีอยุธยาประกันภัย
THE AYUDHYA INSURANCE

Complaint Policy

The Ayudhya Insurance Public Company Limited (AYUD) defines a complaint as “any expression of dissatisfaction communicated to the company”. AYUD will handle all feedback / complaints fairly and promptly. You will need to provide us with your full name, contact number, specific nature of your complaint and supporting document if relevant.

We will escalate your feedback using the following process:-

Stage 1

- AYUD will acknowledge receipt of your complaint within 3 working days.
- If more information is required, AYUD will contact you within 7 working days from the date of receipt of your complaint.
- In the event that the complaint takes longer to resolve, AYUD will update you every 4 working days from the date of the last communication,

Stage 2

- In the event that the complaint is not handled to a satisfactory level, you can write to the Chief Executive Officer (CEO). AYUD will respond to this appeal within 14 working days.

Stage 3 – Office of the Insurance Commission (OIC)

- Lastly, if you are still dissatisfied with the CEO’s response, you may refer the matter to The Office of the Insurance Commission (OIC). They can be contacted at:

Office of the Insurance Commission

44/100 Nonthaburi 1 Road, Amphur Muang,
Nonthaburi 11000, Thailand
Tel: (66) 2547-4544 Fax: (66) 2547-4546
Website: www.oic.or.th

How to contact AYUD:

The Ayudhya Insurance Public Company Limited

898 Ploenchit Tower, 7th Floor
Ploenchit Road, Lumpini, Pathumwan, Bangkok 10330, Thailand
Tel: (66) 2263-0335 Fax: (66) 2263-0589
Email: grp-ccs-mail@ayud.co.th / Customer Service
Website: www.ayud.co.th
(Office hours are from 08.15hrs to 16:45hrs Monday to Friday)