

CLAIMS INFORMATION

Average timeline to settle claims (for various classes of insurance) - 48 hours after discharge Voucher has been executed and returned to **SAHAM UNITRUST INSURANCE NIG. LIMITED**

Business locations: Head office:

Unitrust House, Plot 105B, Ajose Adeogun Street, Victoria Island, Lagos

Telephone: 01-2703132-5, 2701167-9, GSM: 08036000060

Ibadan office: No. 3 Lawal Street, Opposite capital Building, Ring Road, Ibadan

Telephone: 01-8426655, 08163810554

Ikeja Office: 1st Floor, Valley View Plaza 99, Opebi Road, Opebi-Ikeja, Lagos

Telephone: 08146775467

Abuja Office: No 47, Lobito Crescent, off Adetokunbo Ademola Street, Wuse 2, Abuja FCT

Telephone: 09-4612720-2

Port-Harcourt Office: 69, Stadium Road, Port Harcourt, River State.

Telephone: 084-461534-5, 08033008740, 08033008741

Kano Office: 2nd Floor, ASFO2 No 1, Nassarawa Hospital Road, Kano,

Telephone: 0818726612, 07039077411

Complaints Procedure

1. If you have arranged your policy with us through a broker, you should firstly direct your complaint to the broker with whom you arranged the policy
2. If you deal with us directly, please contact our customer Service on 01-4617031-2, 01-2701167-9 or send an email to claims@sahamunitrust.com so that we can deal with your complaints speedily
3. If the complaint is not resolved to your satisfaction, you may wish to contact the complaints Bureau at Nigerian Insurance Association, 42, Saka Tinubu Street, Victoria Island, Lagos
Telephone: 01-7743813, 01-8043840
4. If you are still not satisfied, you can write to the National Insurance Commission at Plot 1239, Ladoke Akintola Boulevard, Garki 11, Abuja to investigate your case.