AMANA
TAKAFUL INSURANCE
LIFE

Participants' Charter

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INTRODUCTION AND PURPOSE

At Amana Takaful, we believe in delivering insurance with integrity and transparency. Our commitment is to ensure that every participant experiences fairness, trust and confidence at every stage of their journey with us. We are driven by an unwavering commitment to service excellence making insurance simpler, more accessible, and responsive to your needs.

This 'Participant Charter' outlines our promise to deliver high-quality insurance solutions, ensuring that every interaction reflects our core values and service standards.

CORE PRINCIPLES

Customer Centered

We make the customer experience the focus of our decisions, creating lasting relationships and value.

Open Mindedness

We actively seek and respect new ideas and perspectives, fostering a culture where all voices are heard

Rise for Quality

We are committed to setting high standards and consistently delivering products and services that surpass expectations.

Diversity

We embrace and celebrate differences in background, thought, and experience, knowing it strengthens our team and fuels better outcomes.

CERTIFICATE SERVICING BENCHMARKS

Our commitment to servicing certificate ensures that every interaction is smooth, transparent, and responsive to your needs.

The minimum service standards are defined in accordance with the guidelines outlined in the Regulation of Insurance Industry Act, No. 43 of 2000 – Direction No. 09 of 2025, titled "Direction on Improving the Confidence Level of Policyholders," Section 4.1.

No.	Certificate Servicing Benchmarks	No: of Working Days	
1	**Issuance of 'Takaful Certificate' after acceptance of the proposal.**	80%	10 WD
		100%	14 WD
2	**Refund of contribution after deducting medical expenses, if incurred, after cancellation during cooling off period and receipt of all the required documents.**	10 WD	
3	**Payment of surrender value after receipt of all the required documents.**	14 WD	
4	**Claim intimation to settlement of the claim**		
	a. Acknowledgement of the claim notification and raising claim requirements.	2WD	
	b. Settlement of Claim with investigation requirement subject to receipt of all documents.	21WD	
	c. Settlement of Claim without investigation requirement subject to receipt of all documents.	4WD	
	d. Notification of rejection/repudiation with reasons.	3WD	
	e. Maturity Payment Settlements	5WD	
5	**Acknowledgement of complaint/grievance and resolution of the complaint/grievance.** (As per the IRCSL Guidelines on Complaint Handling)		
	a. Acknowledgement of complaint/grievance	3WD	
	b. Recording the complaint/grievance	Initiated with a written complaint	
	c. Resolution of the complaint/grievance	14 WD	
6	**Other certificate servicing standards**		
	a. General correspondence inclusive of Surrender value certificates, Visa letters etc. (On receipt of all required documents and verification).	2WD	
	b. Non-financial alterations including Registrations of Assignments (On receipt of all required documents and verification).	4WD	
	c. Financial Alterations (On receipt of all required documents and verification).	5WD	
	d. Revival of Lapsed Certificates (On receipt of all required documents and verification).	5WD	
	e. Fund switching (On receipt of all required documents and verification).	3WD	

AMANA TAKAFUL INSURANCE LIFE

CERTIFICATE FEE CATEGORIES

Our certificate fees are thoughtfully structured to reflect the value we deliver, ensuring seamless service throughout your insurance journey, as follows:

No:	Fee Category	Fixed Fees	Variable Fees
01	**Certificate Administration Fee**	-	Yes *Refer Note 01
02	**Servicing Fee :** **- Fund Switch**	Yes *Refer Note 01	-
03	**Contribution Allocation Charges**	-	Yes *Refer Note 02
04	**Fund Management Charges**	Yes *Refer Note 03	-
05	**Surrender/Cancellation & Part withdrawal Charges**	Yes *Refer Note 04	Yes *Refer Note 04
06	**Duplicate Certificate Document**	LKR 2,500.00	-
07	**Any other :** **- Certificate Fee**	LKR 1,500.00	-

Note 01: Certificate Administration Fee & Fund Switch Fee

<table>
<tr><th>Type of Product/Plan</th><th>Certificate Administration Fee</th><th>Fund Switch Fee</th></tr>
<tr><td>Family Protection Plan</td><td rowspan="5">LKR 300.00 in the first year & from the second year onwards, a 5% increase on the previous year’s amount.</td><td rowspan="5">1st Switch – Free
2nd to 5th Switches – LKR 250.00
(Per Plan/Certificate year)</td></tr>
<tr><td>Child Education</td></tr>
<tr><td>Platinum Plan</td></tr>
<tr><td>Platinum Plus Plan</td></tr>
<tr><td>Retirement Plan</td></tr>
<tr><td>Flexi Life Plan</td><td rowspan="2">LKR 500.00 in the first year & from the second year onwards, a 5% increase on the previous year’s amount.</td><td rowspan="2">1st Switch – Free
2nd to 5th Switches – LKR 500.00
(Per Plan/Certificate year)</td></tr>
<tr><td>Premier Healthcare Plan</td></tr>
<tr><td>Pure Life Plan</td><td colspan="2">Not Applicable</td></tr>
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Note 02: Premium/Contribution Allocation Charges

Family Protection Plan					
Certificate Year	1	2	3	4	5+
Allocation Charge	80%	45%	2%	2%	2%

Platinum Plan					
Certificate Year	1	2	3	4	5+
Allocation Charge	80%	45%	2%	2%	2%

Platinum Plus Plan					
Certificate Year	1	2	3	4	5+
Allocation Charge	60%	60%	40%	5%	5%

Premier Healthcare Plan					
Certificate Year	1	2	3	4	5+
Allocation Charge	60%	60%	40%	5%	5%

Child Education Plan										
Certificate Year	1		2		3		4		5+	
Certificate Term	10-14	15+	10-14	15+	10-14	15+	10-14	15+	10-14	15+
Allocation Charge	80%	80%	45%	60%	2%	2%	2%	2%	2%	2%

Retirement Plan										
Certificate Year	1		2		3		4		5+	
Certificate Term	10-14	15+	10-14	15+	10-14	15+	10-14	15+	10-14	15+
Allocation Charge	80%	80%	45%	60%	2%	2%	2%	2%	2%	2%

Flexi Life Plan															
Certificate Year	1			2			3			4			5+		
Contribution Term	3	5	7	3	5	7	3	5	7	3	5	7	3	5	7
Allocation Charge	80%	80%	80%	30%	55%	60%	2%	4%	5%	0%	4%	5%	0%	4%	4%

Pure Life Plan								
Certificate Year	1		2		3		4	
Contribution Term	5-9	10+	5-9	10+	5-9	10+	5-9	10+
Allocation Charge	60%	80%	60%	80%	40%	40%	25%	25%

Note 03: Fund Management Charges

Fund Type	Stable Multiple Fund	Growth Multiple Fund	Volatile Multiple Fund	Protective Multiple Fund	Bullion Multiple Fund	Gold Investment Fund
Fee	2%	2.35%	2.75%	1.35%	1.45%	1.75%

Note 04: Surrender/Cancellation & Part withdrawal Charges

Unitized Products (Family Protection Plan & Platinum Plan)				
Contribution Paid Term (Years)	1 - 3	4 - 5	6 - 10	11+
Surrender Fee (LKR)	10,000	7,500	5,000	2,500
Part withdrawal Fee (LKR)	500			

Platinum Plus				
Contribution Paid Term (Years)	1 - 3	4 - 5	6 - 10	11+
Surrender Fee (LKR)	15,000	10,000	7,500	5,000
Part withdrawal Fee (LKR)	500			

Child Education Plan				
Contribution Paid Term (Years)	1 - 3	4 - 5	6 - 10	11+
Surrender Fee (LKR)	15,000	10,000	7,500	5,000
Part withdrawal Fee (LKR)	2,000			

Retirement Plan				
Contribution Paid Term (Years)	1 - 3	4 - 5	6 - 10	11+
Surrender Fee (LKR)	15,000	10,000	7,500	5,000
Part withdrawal Fee (LKR)	2,000			

Premier Healthcare Plan	
Contribution Paid Term (Years)	3+
Surrender Fee (LKR)	15,000 (Fixed)
Part withdrawal Fee (LKR)	2,000

Flexi Life Plan	
Contribution Paid Term (Years)	3+
Surrender Fee (LKR)	15,000 (Fixed)
Part withdrawal Fee (LKR)	2,000

Pure Life Plan
Not Applicable

COMPLAINTS RESOLUTION AND ESCALATION

Our complaint handling process is available for public's perusal on our website and the Participants' may lodge using the following link: https://takaful.lk/customer-complaint

If unresolved or the outcome is unsatisfactory, Participants may escalate their complaint to the 'Insurance Ombudsman of Sri Lanka' or to 'The Insurance Regulatory Commission of Sri Lanka'.

STAFF AWARENESS

All staff, sales personnel, and insurance agents will undergo mandatory awareness programs on the contents of this Charter and the minimum service standards to be upheld. Records of all training sessions will be maintained for regulatory inspections and internal audits.

CHARTER REVIEWING FREQUENCY

This Charter shall be reviewed at least once every three years and updated as deemed appropriate to improve the standards and obtain Board approval to ensure compliance with the Directions and Guidelines issued by Regulatory Authorities. Any alterations and revisions will be visible in the document control table at the latter.

Document Control Information		
Subject	**Sections Revised**	**Date**
Document Formulation	-	20th Oct 2025
Board Approval	-	9th Dec 2025

STAY CONNECTED

ANDROID APP ON Google Play

Available on the App Store

HOTLINE: 011 750 1000

www.takaful.lk

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Amana Takaful Life PLC is licensed by the Insurance Regulatory Commission of Sri Lanka (IRCSL).