



# **BANK OF GUYANA**

# **PUBLIC NOTICE**

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## **CONSUMERS' PROTECTION AGAINST LICENSED INSURERS WITH THE BANK OF GUYANA**

Members of the public are to be advised that in accordance with section 158 of the **Insurance Act 2016**, public complaints are to be dealt with by an internal Ombudsman designated by the insurer.

The established procedures to deal with complaints and the name and contact details of the designated officer would be indicated on that insurer's website.

A Consumer Guide to the Insurance Act 2016 and Regulations can be found on the Bank of Guyana's website: [www.bankofguyana.org.gy](http://www.bankofguyana.org.gy)

**Dr. Gobind Ganga**  
**Governor**  
**Bank of Guyana**