

# How to Request the Cancellation of your SURA Insurance Policies




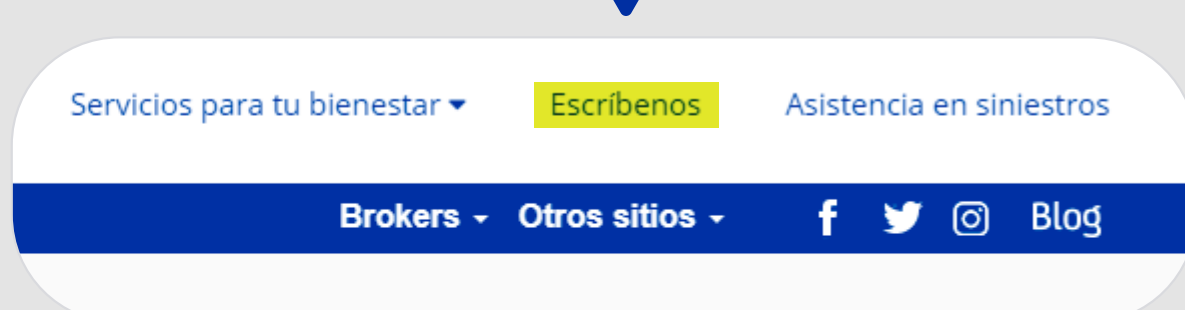
You can request the cancellation of your services through the following steps:

## 1 Through our phone line

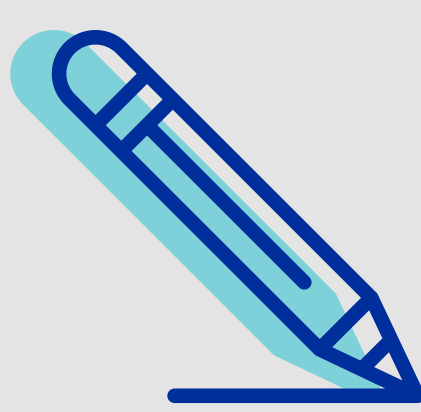
- A** Contact our Customer Service Lines.
  - **#888** from your cellphone
  - **In Medellin, Bogota and Cali:** 437 8888
  - **National Customer Service Line:** 01 8000 51 8888
- B** Choose option 2: **Servicios y procesos** (Services and Processes)
- C** **Enter your ID number** and press #
- D** Choose option 8 **Sugerencias, quejas y felicitaciones** (Feedback, Complaints and Compliments)
- E** Choose the option of the service you wish to address:
  - **1.** Health
  - **2.** Auto, SOAT and motor bikes
  - **3.** House, corporate and agriculture
  - **4.** Life
- F** The call will be forwarded to a representative. Ask them to transfer you to an English speaking representative, so that you can carry out the process easily. Follow the instructions given by our representative.

## 2 Through our website

- A** Visit [segurossura.com.co](https://segurossura.com.co) 
- B** Click in the option **Escríbenos** (Write to us), located on the top, right corner of the screen.



- C** Fill out the information requested by the page.



### Escríbenos

What is your feedback related to?\*

-- Seleccionar --

Which product is your feedback about?\*

-- Seleccionar --

How do you wish to get a reply?\*

BY PHONE

ID Type\*

-- Seleccionar --

ID Number

What is your name?\*

First Name (Required)

- D** Attach a letter with the reason for your cancellation, your service cancellation effective date, and your e-signature. You can write the document in English. Then, click on **Enviar** (Send).




Over the next few days, one of your representatives will contact you in order to validate the cancellation.

¿Estás registrando esta solicitud en nombre de otra persona o empresa?

Autorizo el tratamiento de mis datos de acuerdo con la [Política de tratamiento de datos personales](#)

Autorizas voluntariamente que información general de Suramericana me sea enviada por: -Correo electrónico - Celular

[Click here](#) to attach a file

No soy un robot 

**Enviar**



**Remember, you can complete this process through your insurance consultant.**