

Services

Turn Around Time

- ▶ Decision of proposal and communication of decisions including requirements/ issue of policy from the receipt of the proposal or any requirements called for
- ▶ Furnishing a copy of proposal to the policyholder from date of acceptance of a proposal
- ▶ Refund of Proposal deposit from the date of underwriting decision on the proposal
- ▶ Post Policy issue service requests concerning mistakes / Non- claims related service requests from acceptance of proposal



- ▶ Service Requests from date of request or receipt of last necessary document
 - ▷ Free look cancellation /
 - ▷ Surrender / Withdrawal / Refund of proposal deposit/refund of outstanding proposal deposit
- ▶ Benefit Payouts:
 - ▷ Maturity Claim / Survival Benefit / Annuity
- ▶ Raising claim requirements after lodging the claim from date of receipt of a claim
- ▶ Death claim settlement/repudiation/rejection without investigation requirements from date of receipt of last necessary document
- ▶ Death claim settlement /repudiation/rejection with investigation requirement from date of receipt of claim intimation



- ▶ Grievance
 - ▷ Acknowledge a grievance
 - ▷ Resolve a grievance



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