

## **Grievance Redressal Mechanism**

- In case you have any service concern, you may please reach out to our Customer Experience team through any of the following options:
  - Our website <http://general.bajajallianz.com/BagicNxt/misc/iTrack/indexOnlineGrv.do>
  - Contact your insurance advisor / sales relationship officer
  - Visit nearest Bajaj Allianz Life branch from <https://www.bajajallianzlife.com/branch-locator.html>
  - Write to us on [customercare@bajajallianz.co.in](mailto:customercare@bajajallianz.co.in) from your registered email address
  - Call on our Toll free number 1800-209-7272(Mon to Sat 9:00 AM-7:00 PM)
  - Click here <https://www.bajajallianzlife.com/content/dam/balic/pdf/grievance-redressal-officer.pdf> to contact the designated Grievance Redressal Officer at your nearest branch
  
- In case you do not receive a response within 15days or if you are not satisfied with the resolution, you can approach the undersigned:

Mr. Gaurav Sadana  
Grievance Redressal Officer  
3rd Floor, Bajaj Finserv, Survey No: 208/1-B  
Behind Weikfield IT Park, Viman Nagar  
Pune – 411014  
Email ID: [gro@bajajallianz.co.in](mailto:gro@bajajallianz.co.in)

- In case the resolution does not meet your expectations, you may register a complaint at the Integrated Grievance Management System of the Authority.
  
- In case your grievance / complaint is still unresolved, you may directly approach the Insurance Ombudsman for redressal.

Find your nearest Ombudsman office at <http://www.gbic.co.in>

**Bajaj Allianz Life Insurance Company Limited**

- Customers may represent the case to Ombudsman for Redressal of grievance, if it pertains to any of the following:
  - Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
  - Delay in settlement of claim
  - Dispute with regard to premium
  - Non-receipt of your insurance document
  
- The complaint should be made in writing duly signed by the complainant or by his legal heirs with full detail of the complaint and the contact information of complainant.
  
- As per provision 13(3) of Redressal of Public Grievances Rules 1998, complaint to the Ombudsman can be made:
  - Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
  - Within a period of one year from the date of rejection by Insurer
  - If it is not simultaneously under any litigation

**Bajaj Allianz Life Insurance Co. Ltd.**

Regd. Office Address: Bajaj Allianz House, Airport Road, Yerawada, Pune - 411006., IRDAI Reg No.: 116, Visit : [www.bajajallianzlife.com](http://www.bajajallianzlife.com) , CIN: U66010PN2001PLC015959, Mail us: [customercare@bajajallianz.co.in](mailto:customercare@bajajallianz.co.in), Call on : Toll free no1800 209 7272 Fax No: 02066026789. The Logo of Bajaj Allianz Life Insurance Co. Ltd. is provided on the basis of license given by Bajaj Finserv Ltd. to use its “Bajaj” Logo and Allianz SE to use its “Allianz” logo.

**Bajaj Allianz Life Insurance Company Limited**