

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



Bajaj Allianz Life Insurance Co. Ltd.

Regd. Office Address: GE Plaza, Airport Road, Yerawada, Pune - 411006, IRDAI Reg No.: 116, **Visit :** www.bajajallianzlife.com, **CIN :** U66010PN2001PLC015959, **Mail us :** customercare@bajajallianz.co.in, **Call on : Toll free no.** 1800 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.