

- ▶ 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 www.bajajallianzlife.com/branch-locator.jsp
 - ✓ Write to us on customercare@bajajallianz.co.in from your registered email address
 - ✓ Call on our Toll free numbers
1800-209-7272/1800 103 7272/1800 233 7272/1800 3000 7272 (Mon to Sat 9:00 AM-7:00 PM)
- ▶ In case you do not receive a response within 15 days or if you are not satisfied with the resolution, you can approach the following officials:

Level 1 Escalation

Mr. Indrajit Dutta
 Head – Grievance Management
 3rd Floor, Bajaj Finserv, Survey No: 208/1-B, Behind
 Weikfield IT Park, Viman Nagar, Pune – 411014
 Email ID: gro@bajajallianz.co.in

Level 2 Escalation

Mr. Uddalak Chatterjee
 Head – Customer Experience
 3rd Floor, Bajaj Finserv, Survey No: 208/1-B, Behind
 Weikfield IT Park, Viman Nagar, Pune – 411014
 Email ID: appellate@bajajallianz.co.in

- ▶ In case you are still not satisfied with the decision/resolution provided, you may approach the Insurance Regulatory and Development Authority of India (IRDAI) through by:
 - ▶ Calling its Toll Free Number 155255 (or) 1800-4254-732 OR Sending a fax on 91-40-6678 9768
 - ▶ Sending an E-mail to complaints@irda.gov.in
 - ▶ Registering your complaint online at: igms.irda.gov.in
 - ▶ Writing to Consumer Affairs Department
Insurance Regulatory and Development Authority of India
9th floor, United India Towers, Basheerbagh, Hyderabad – 500 029, Telangana
- ▶ In case your grievance / complaint is still unresolved, you may directly approach the Insurance Ombudsman for redressal. Find your nearest Ombudsman office @ <http://www.gbic.co.in>

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: 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.