

## 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 [www.bajajallianzlife.com/branch-locator.jsp](http://www.bajajallianzlife.com/branch-locator.jsp)
  - Write to us on [customercare@bajajallianz.co.in](mailto: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)
  - Click here <https://www.bajajallianzlife.com/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 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](mailto:gro@bajajallianz.co.in)

### **Level2 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](mailto: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](mailto:complaints@irda.gov.in)
  - Registering your complaint online at: [igms.irda.gov.in](http://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 at <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: 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.