GRIEVANCE REDRESSAL POLICY

OBJECTIVE

To ensure fair treatment of customers, timely and accurate resolution of queries and complaints, and awareness of available grievance redressal options in cases of dissatisfaction with the Company's response.

DEFINATION

Prospect: A potential customer who may enter into an insurance contract, directly or through a distribution channel.

Complainant: A policyholder, prospect, nominee, assignee, or beneficiary who raises a complaint against the insurer or its distribution channel.

Grievance or Complaint
A written expression (includes communication in the form of electronic mail or voice based electronic scripts) of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy or related services by insurer and /or by distribution channel, delay or inadequacy of claim servicing or settlement, delay in pre or post treatment authorization in case of health insurance, and delay in assessment of loss in case of motor or property insurance.

An inquiry or service request would not fall within the definition of “Grievance” or “Complaint”.

Service request
Requests from policyholders to change the details already provided to the insurer such as address, contact details, nominee details, etc. or simply request for a status update without expression of dissatisfaction. If not addressed in a reasonable period of 7 days, these shall be upgraded to grievance.

At times customer may require exceptional handling. These transactions expected from the Company would have however been fulfilled as per regulatory guidelines and in accordance with the Company’s internal processes.

A unique reference number is generated for each interaction, and basis the internal categorization and classification.

Grievance redressal procedure

The Company provides customers with multiple avenues to access services and register queries, requests, or complaints. The touchpoints are

- Email (support@ageasfederal.com)
- Telephone
- Branch walk-ins
- Written communication
- Company's website (www.ageasfederal.com)
- Customer portal.

There is also an option for the customer’s to register their grievance through the Bima Bharosa portal (https://bimabharosa.irdai.gov.in/) of IRDAI.

Grievance Redressal : In case the customer is not happy within the resolution provided he/she can write to

Level 1:
Local Grievance Redressal Officer based at every branch office or email on grievace@ageasfederal.com

Level 2:
Grievance Redressal Officer
Mr. Ajeshkumar Charuvilla,
VP and Head Customer Experience.
Address: Ageas Federal Life Insurance Co Ltd, 22nd Floor, A Wing, Marathon Futurex, N M Joshi Marg, Lower Parel (East), PIN code: 400013
Contact no: 022 - 4168 9000 Ext no 9764
Email: gro@ageasfederal.com

Level 3:
Insurance Ombudsman
The contact details and addresses of the Insurance Ombudsman offices across the country are provided in the policy document and are also available on the Company's website.

Additionally, the details of the Ombudsman office having jurisdiction over the respective branch are displayed at the branch premises.

Complaint Resolution Process:
On receipt of grievance immediate acknowledgement will be sent. The Turn Around Time (TAT) for resolving grievance would be as per regulatory timelines. If no response is received from the customer within 56 days from the date of complaint registration, complaint will be closed.

Complaint re-opening process:
If the complainant reverts to the Company within 56 days from the date of grievance/complaint registration after receiving the resolution, the original grievance/complaint shall be reopened.

Post reviewing all the facts, suitable decision will be provided to the customer.

Publicizing grievance redressal procedure
The Grievance Redressal Policy shall be published on the website and shall be displayed in the branches in accordance with the Authority s guidelines.

Services Parameters and Turn Around Time

Service	Maximum Turnaround Time
Decision of proposals and communication of decisions including requirements / Issuance of Policy	Within 7 days from the receipt of the proposal or any requirements called for
Furnishing a copy of the policy document to the policyholder	Within 15 days of acceptance of a proposal
Post Policy Service Requests concerning mistakes / corrections in the policy document and other policy requests	Within 7 days from date of receipt of last necessary document
Premium Due Intimation and Policy payments information (Survival Benefits, Maturity Benefits, etc)	One month before due date
Refund of Proposal deposit	Within 7 days from issuance or cancellation of proposal
Free look refund	Within 7 days from date of request or last necessary document
Request for 1) Surrender 2) Partial Withdrawal	Within 7 days from date of request or last necessary document
Processing of: 1) Maturity Claim 2) Survival benefit and 3) Annuities	On due date
Death Claims	
Death claims settlements (not requiring investigations)	Within 15 days from the date of intimation of claim
Early death claims requiring investigations decision & payment	Within 45 days from the date of intimation of claim
Grievance Redressal (from date of registration)	
Acknowledgement	Immediate
Resolution	Within two weeks
Closure	A complaint shall be considered as disposed of and closed when. • Request of the complainant has been fully acceded or,

Service	Maximum Turnaround Time
	• Where the complainant has indicated in writing, acceptance of the response of the Company or, • Where the complainant has not responded to the Company within eight weeks from date of registration of the grievance