Service Turnaround Time

1 Proposal Processing	Regulatory TAT	
• Proposal Decision, Communication of Decision/Requirements, and Policy Issuance	Will be shared within	7 days
• Share policy document to the policyholder	Will be shared within	15 days

2 Post Policy Issuance	Regulatory TAT	
• Service Request concerning mistakes / corrections in the policy document and other policy request	From receipt of the request or submission of the final requirement	7 days
• Free-Look Cancellation	From receipt of the request or submission of the final requirement	7 days
• Survival, Maturity, Annuity Payouts	As per individual policy	On due date
• Surrender , Partial Withdrawal , Policy Loan payouts	From receipt of the request or submission of the final requirement	7 days
• Premium Due Intimation	One month before due date	30 days
• Policy payment information (Survival Benefits, Maturity Benefits, etc.)	One month before due date	30 days

3 Death claim	Regulatory TAT	
• Death claim settlement (not requiring investigation)	Will be processed within	15 days
• Early death claim requiring investigation - decision & payment	Will be processed within	45 days

4 Grievance Redressal	Regulatory TAT	
• Acknowledgement	On registration of the grievance	Immediate
• Resolution	From registration of the grievance	14 days
• Closure of the grievance	A grievance shall be considered as disposed of and closed when : 1. Request of the complainant has been fully acceded or 2. Where the complainant has indicated in writing, acceptance of the response of the company or 3. Where the complainant has not responded to the Company within 56 days from the date of registration of the grievance	56 days

*The policyholder may approach the Insurance Ombudsman if his/ her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.

Ageas Federal Life Insurance Company Limited

Registered Address: Ageas Federal Life Insurance Co Ltd, 22 nd Floor, A Wing, Marathon Futurex, N. M. Joshi Marg, Lower Parel (East), Mumbai 400013, India.IRDAI Registration No. 135, 19 th Dec, 07. Corporate Identity Number (CIN) - U66010MH2007PLC167164.

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