

Service parameters including turn around time for various services renders.

As per the Board approved **Policy for protection of policy holder's interest**, the company shall follow the following TAT in respect of various activities.

1) Underwriting

- ✓ Communicating of the decision on acceptance or rejection of the proposals: 15 Days from the date of receipt of proposal form and all other required documents.
- ✓ Acknowledgement for Premium collection: Immediately on receipt of proposal / Renewal premium.
- ✓ Policy issuance : 15 Days from the date of receipt of proposal form and all other required documents
- ✓ Sending copy of proposal form : 30 Days from the date of Underwriting decision
- ✓ Effecting refund on rejection of proposals: 15 Days from the date of underwriting decision
- ✓ Effecting refund of excess collection : 15 Days from the date of underwriting decision
- ✓ Time limit for passing endorsement based on request from insured: 10 Days from the date of receipt of request for endorsement.

2) Claims:

- ✓ Where no investigation is involved:
 - Settlement of claims: 30 Days from the date of receipt of last necessary document
 - Rejection of claims: 30 Days from the date of receipt of last necessary document
- ✓ Arranging for investigation and receipt of investigation reports: 30 Days from the date of receipt of last necessary document & also settlement of the claim within 45 days from the date of receipt of last necessary document.

3) Grievance

- ✓ Acknowledging a Grievance: 3 Days from the date of receipt of grievance
- ✓ Resolving a Grievance: 15 Days from the date of receipt of grievance
