

## Grievance Redressal Framework, Structure and Process

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### Avenues available to the customer to lodge the Complaint

The Company's service strategy is to enable the customer to avail the services through multiple avenues. The avenues are as under;

- E-mail : Customers can send an e-mail for any clarifications from his/her registered email address
- Call Centre : Customers can call the service helpline for enquiries or concerns
- Branch Walk-in: Customers can walk into any branch office for any concern, request or complaint
- Letter : Customers can send a hand-written letter to Customer Service team based out of Head office of the Company
- Website : Customers can access their policy information online on the Company's website through secure login and register a query, request or complaint for redressal of issues, if any.

Details of all channels are made available on the website and policy document given to the customer.

The Company endeavour's to provide a uniform resolution experience to the customers irrespective of the sources, channels and methods through which grievance/complaints received by the Company.

### Classification of Complaint/ Grievance, Request, Escalated Request and Query

Complaint/Grievance :

A Grievance/Complaint is defined as any written expression (includes communication in the form of electronic mail or other electronic scripts) that expresses dissatisfaction by a Complainant with the Company, its distribution channels, intermediaries, insurance intermediaries or other regulated entities about an action or lack of action about the standard of service or deficiency of service of the Company, distribution channels, intermediaries, insurance intermediaries or other regulated entities and seeking for a remedial action.

The following shall be considered as Complaint/Grievances :

- Complaints received from IGMS/IRDAI/ or Consumer Affairs authorities.
- Any lapse in service, as defined in line with regulatory guidelines
- Complaint arising due to lack of action from previous request/critical escalation.
- The Company shall adopt the classifications of any Complaint/ Grievance as prescribed by the Insurance Regulatory Development Authority of India from time to time.

Request :

Any communication from a customer soliciting a service such as a change or modification in the policy and or any communication seeking clarity on the outcome of a process/ changes brought about in a policy due to regulations/ business philosophy

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### Escalated Request :

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. These would be categorized as "Escalated Requests" for re-execution/examination of the transaction/ request Inquiry or Query means any communication from a customer for the primary purpose of requesting information about the Company and/or its services

### Procedure to Register the Complaint :

The Company has implemented a Customer Relationship/Service Management System enabling automated management of Grievances / Complaints, it is also integrated with the Integrated Grievance Management System (IGMS) of IRDAI that enables registration of grievances, tracking the resolution, generating MIS and periodic reporting to the Authority. Grievances received through various channels, touch points of the company will be registered and integrated with the system to provide a uniform resolution and experience to the customer.

### Complaint Resolution Process :

1. The Company will send a written acknowledgement to the customer within 3 working days of the receipt of the grievance.
2. The acknowledgement shall contain the name and designation of the officer who will deal with the grievance.
3. If the complaint is resolved within 3 days, the final communication will also act as the acknowledgment of the complaint.
4. The Company shall resolve all grievance within 15days of its receipt and send a final letter of resolution.
5. The Company will send the complainant a written response which offers to redress or reject the complaint and gives reasons for doing so; the Company shall inform the complainant about how he or she may pursue the complaint, if dissatisfied.
6. The Company will also inform that it will regard the complaint as closed, if it does not receive a reply within 8 weeks from the date of receipt of response by the Complainant.

### Turnaround time :

The Company's Grievance Redressal Mechanism and details of all Service TATs including Grievance Redressal are made available to our customers in all our branch offices and also on the Company's web site as per Annexure 1 forming part of this policy.

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Escalation :

The following is the escalation matrix in case there is no response to a grievance within the prescribed timelines or if the customer is unsatisfied with the Company's efforts to resolve the grievance.

### **1st level of escalation:**

Write to Regional Grievance Redressal Officer ([grievance@ageasfederal.com](mailto:grievance@ageasfederal.com))

### **2nd level of escalation:**

If you are not satisfied with the resolution, you may write to our Grievance Redressal Officer Ms.Archana Ragavan, 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

Email id: [gro@ageasfederal.com](mailto:gro@ageasfederal.com)

Contact no: 022 - 4168 9000 Ext no 9764

### **3rd level of escalation:**

If you are not satisfied with the resolution, you may write to the Insurance Ombudsman.

The detailed address of the Insurance Ombudsman is provided in the policy document given to the customer and is also available in our website [www.ageasfederal.com](http://www.ageasfederal.com)

Complaint re-opening process :

In case the customer is not satisfied with the resolution provided by the Company, the customer can approach any of the touch points mentioned in the policy within 8 weeks of the receipt of the communication failing which, the Company will consider the complaint to be satisfactorily closed. In the event of customer coming back within eight weeks, the original 'grievance' interaction will be reopened for review of the earlier decision. Post reviewing all the facts, suitable resolution will be provided to the customer as per Grievance redressal policy. The complaint can also be reopened in instances where requirements which were called from the customer have been received.

Alternatively, the grievance may be reopened if the customer provides fresh evidence / additional requirements to support his stand.

Grievance Redressal Officer (GRO)

The Company has designated Chief Compliance officer of the Company as the Grievance Redressal Officer, the address & contact details of the GRO are as below:

Grievance Redressal Officer,

Ms.Archana Ragavan, 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

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The Branch Manager/Head of the Agency branches are the officer nominated for that Branch Office to receive the complaint /s on behalf of the Company