

Grievance Redressal Framework, Structure and Process

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.

- Email : Policyholder can write to grievance@ageasfederal.com from their registered email id
- Call : Customers can call on our Toll-Free number 18002090502 or on 022 – 41689764 (Monday to Friday, 10 am to 7 pm)
- Branch Walk-in: Customers can walk into any of the AFLI branch office for any concern, request or complaint. The Branch address can be located using the mentioned link - <https://www.ageasfederal.com/locate-us>
- Letter: Customers can send a hand-written letter to Customer Service team based out of Head office of the Company
- Website: Customers can login to the customer portal and register a query/ request/ complaint
- Bima Bharosa: Complaint registered by policy holder on Bima Bharosa (Earlier known as IGMS i.e. Integrated Grievance Management System).

Grievance Redressal Management

The following is the escalation matrix in that may be followed 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:

Write to Regional Grievance Redressal Officer (list in the website) or grievance@ageasfederal.com

2nd level:

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

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

Regulatory Turnaround Time for Services

S. No	Service	Description of item of service	Regulatory Turnaround Time
1	New Business Proposal Processing	Processing of Insurance Proposal and seeking further requirements for consideration of the proposal	7 days
		Decision on proposal from the date of receipt of proposal or from the date of receipt of additional requirement whichever is later	
		Providing copy of the policy along with the proposal form	15 days
2	Post Policy Service Request	Post Policy Service Requests concerning mistakes/ corrections in the Policy document	7 days
3	Free-Look Cancellation	Free Look Cancellation & Refund from the date of receipt of request	
4		Change of Address (KYC Norms to be complied)	7 days

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	Policy Servicing (from the date of receipt of request for the service specified)	Registration /Change of Nomination, Assignment.	
		Inclusion of new member in case of group policies	
		Alteration in Original Policy Conditions (where applicable)	
		Policy Loan	
		Unit / Index Linked Insurance Policy-Switch, Top-up, and other related Services.	
		Decision on Policy Revival after receipt of all requirements.	
		Issue of Premium Payment Certificates (PPC)	
		Issue of Duplicate Policy	
5	Death claims	Death claims settlements (not requiring investigations)	15 days
		Early death claims requiring investigations - decision & payment	45 days
6	Survival, Maturity, annuity payments	Settlement of Maturity Claims	On due date
		Settlement of Survival Benefits	
		Annuity payments/ Pension Payment	
		Surrender or partial withdrawal of Policy	7 days
7	Auto Action by the Insurer	Premium Due Intimation	One month before due date
		Policy payments information (Survival Benefits, Maturity Benefits, etc.)	
8	Complaints	Acknowledgement to complainant	Immediately
		Action on Complaint & Intimation of Decision to the complainant	14 days
		If complaint is NOT resolved by the insurer, communicate the details to the policyholder of options including referring the complainant to Insurance Ombudsman/Consumer court	14 days from original date of receipt of complaint*
		8-week closure	If no response is received from the customer within 8 weeks from the date of complaint registration, complaint will be disposed as per the guidelines laid down by the Authority.

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

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

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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

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 1 working day 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 14 days of its receipt and send a final letter of resolution.

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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. If no response is received from the customer within 8 weeks from the date of complaint registration, complaint will be disposed as per the guidelines laid down by the Authority

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
Email id: gro@ageasfederal.com
Contact no: 022 - 4168 9000 Ext no 9764

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