

Function	Description	Turn-Around-Time in Working Days
Policy Issuance	TAT for issuance of policy; from application receipt / requirement receipt / funds receipt whichever is later (except POS products)	15
	TAT of issuing POS product from the date of collection of proposal at the point of sales	4
Policy Document Delivery (post issuance)	In Metro cities	7
	In Non-Metro cities	10
	Re-dispatch of duplicate policy / undelivered policy	7
Refunds of funds for Declined / Postponed proposals (except POS products)	Premium Refund to customer account on Declined / Postponed / Client Request	15
Refunds of fund – POS product's rejection	Premium Refund to customer account on rejection /Client Request	7
Policy Servicing Request	Servicing of all policy related request (financial and non-financial) from the date of request or last requirement received	15
	Registration of Auto Debit (NACH / ECS /SI Mandates) with the banks	45
	Cancellation of Auto Debit (NACH / ECS /SI Mandates) with the banks	15
Complaints on Grievance id / IGMS	Complaints related to Proposal / Policy service Issues	14
Claims Processing	Any queries or requirement of additional documents will be raised all together within a period of 15 days of the receipt of the claim	15
	<u>Claim settlement without investigation:</u> The Company will process the death claim within 30 days from the date of receipt of last raised relevant papers and required clarification	30
	<u>Claim settlement with investigation:</u> In the circumstances of a claim warranting an investigation in the opinion of Company, such investigation shall be completed within 90 days from the date of receipt of claim intimation and the claim shall be settled within 30 days thereafter	120
Health Claims	<u>Claim settlement with investigation:</u> In the circumstances of a claim warrant an investigation in the opinion of the insurer, it shall initiate and complete such investigation at the earliest, in any case not later than 30 days from the date of receipt of last necessary document. In such cases, Insurer shall settle the claim within 45 days from the date of receipt of last necessary document	45