

## SERVICE PARAMETERS AND TURNAROUND TIMES

The Company aims to offer all its services within fixed timelines. We have clear turnaround timelines for every customer query and we stick to those in all our customer interactions.

Service Parameters	
Processing of Proposal and Communication of Decisions including requirements/issue of policy /cancellations	15 days
Obtaining copy of the proposal	30 days
Post policy issue service requests concerning mistakes/refund of premium on account of freelook cancellations and also Non claim related service requests	15 days
Refunding of proposal deposit under any circumstances	15 days from the date of underwriting decision date
Surrender value/annuity/pension processing	15 days
Maturity claim/survival benefit/penal interest not paid	15 days
Raising claim requirements after lodging the claim	15 days
Death claim settlement without investigation requirement	30 days
Death claim settlement /repudiation with investigation requirement	90 days
Acknowledge a grievance	3 working days
Resolve a grievance	15 days

Note: Any delay than the stipulated period in respect of Maturity, Survival Benefit claims, Annuities, death claims (investigation & without investigation), free look cancellation, surrender, withdrawal, request for refund of proposal deposit, refund of outstanding proposal deposit if any, the Company shall be liable to pay penal interest at a rate, which is 2% above bank rate from the due date of payment or date of receipt of last necessary document from the insured/claimant, whichever is later.