

**CIRCULAR**

Dept: Grievance Cell

04.08.2010

**RE: - AMENDMENT IN THE GRIEVANCE REDRESSAL POLICY**

The following amendments have been made in the Grievance Redressal Policy of the Company which has been approved by the Board and circulated to all the Regional Offices for implementation. These amendments are made effective from 01.08.2010 as per IRDA instructions conveyed vide their letter dated 27.07.2010 bearing Ref No. 3/CA/GRV/YPB/10-11 and the Grievances are to be redressed with in the time frame conveyed by IRDA.

<b>TURN AROUND TIME</b>	<b>AS PER EXISTING POLICY</b>	<b>AMENDED AS PER IRDA GUIDELINES</b>
For sending Acknowledgement	5 Days	3 Days
If the Grievance is redressable immediately the same be communicated along with acknowledgment	5 Days	3 Days
For redressal of Grievance finally	4 Weeks	2 Weeks
Grievance is treated as closed If no reply is received from the insured with in	12 Weeks	8 Weeks