



Srei Insurance Broking – Grievance Redressal Policy



SREI INSURANCE BROKING PRIVATE LIMITED

Grievance Redressal Policy

Version 1.0

01/10/2011

Objective:

The policy document aims at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping in identification of shortcomings in service delivery, if any and compliance with the stipulations of IRDA (Insurance Brokers) Regulations, 2002.

The Company's policy on grievance redressal follows the undernoted principles:

- Customers are treated fairly at all times.
- Complaints raised by customers/clients are dealt with courtesy and on time.
- The company employees must work in good faith and without prejudice to the interest of the customers.

In order to make company's Grievance redressal mechanism more meaningful and effective, a system/process has been build up towards such end. Such system would ensure that the redressal sought is just and fair and is permissible within the given framework of rules and regulation. The policy document would be made available at all Regional Offices/branches of the Company. The concerned employees in the respective Regional /branch offices shall be made aware about the compliant/grievance handling process.

Process

If you have a grievance that you wish us to redress, you may contact us with the details of your grievance through:

E-mail : insurancecare@srei.com

Fax : 011 – 66025799

Telephone : 011-66025700 (during working hours from Monday to Friday).

Courier : Corporate office at D-2, Southern Park, Saket Place, New Delhi-110017.

The Company's representatives have been trained to handle grievance with empathy.

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The process followed for addressing the grievance will be:

- 1) All grievances will be given acknowledgement receipt within 24 hours of receipt.
- 2) All couriers and fax will be answered /acknowledged within 5 working days.
- 3) All grievances from walk in customer will be acknowledged right away.
- 4) Based on the type of grievance the Company Shall exercises all efforts to address the same including intimation to the respective insurer for quick redressal.
- 5) In case there is no reply to grievance in 10 working days, the customer/client will have the right to escalate the matter to the Principal Officer of the Company directly at D-2, Southern Park, Saket Place, New Delhi-110017.