

## GRIEVANCE REDRESSAL POLICY

Exide LIFE INSURANCE COMPANY LTD

### **Contents**

1. Objective
2. Complaints Handling Standard Operating Procedures
3. Complaint Management & Redressal Cell
4. Definition of a Grievance/Complaint
5. Grievance Officer/s
6. Categorization of Complaints
7. Grievance Redressal Process @ Exide Life
8. Complaints Management System
9. Policy Holder Protection Committee

### **1. Objective:**

Exide Life Insurance Company Limited (Exide Life) is committed to set the highest standards in helping our customers manage their financial future. We are also committed to look into and resolve grievances if our prospective or existing customers have any issues regarding our products and / or services before, during and / or after the term of their relationship with us. We shall endeavor to resolve the complaints in a speedy and fair manner.

### **2. Complaints Handling Standard Operating Procedures:**

This policy prescribes the minimum objectives and standards in relation to handling Customer grievances. The detailed procedures and guidelines arising out of this policy would form part of the Complaints Handling standard operating procedures.

### **3. Complaint Management & Redressal Cell:**

All complaints received at Exide Life shall be tracked and monitored by the Complaints Management & Redressal Cell. Complaints Cell shall coordinate to resolve the complaints within the time frames as mentioned in this policy. In-depth analysis of the complaints received shall be done to identify the root cause of the complaints and identify issues pertaining to the products, processes and systems. Trend analysis of the complaints shall be done and inputs provided to various departments for corrective and preventive actions.

### **4. Definition of a Grievance/Complaint:**

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an insurance company and/or any intermediary or asks for remedial action.

### **5. Grievance Officer/s:**

The Chief Operating Officer (COO) of Exide Life shall be the Chief Grievance Officer and shall be supported by the Principal Compliance Officer of the organization. The Branch Managers or Location Head shall be the Grievance Officers for their respective offices.

### **6. Categorization of Complaints:**

Exide Life shall adopt the classifications prescribed by the Insurance Regulatory Development Authority (IRDA) from time to time. The detailed classifications of complaints and the Turnaround times (TATs) shall form part of Exide Life's Complaints handling Standard Operating Procedures (SOP) and shall be revised from time to time as per IRDA directions.

## **7. Grievance Redressal Process at Exide Life:**

### **7.1 Registration:**

Customers can seek redressal of their complaints by registering the same through any of the below mentioned channels.

- By calling Exide Life Call Centre at 1 800 419 8228 (Toll Free) or at +91-9880888228
- By emailing Exide Life Complaints Cell at [complaintscell@inglife.co.in](mailto:complaintscell@inglife.co.in)
- By logging a complaint through our website [www.inglife.co.in](http://www.inglife.co.in)
- By submitting a complaint at any of Exide Life branches to the designated Grievance Officer
- By writing to the Complaints Officer at the below mentioned address:

Complaints Management and Redressal Cell  
National Operations Office,  
Exide Life Insurance Company Limited  
Gold Hill Square, #690,  
Hosur Main Road, Bangalore – 560068

Through other judicial or quasi-judicial offices such as IRDA, Ombudsman, consumer forums or legal notices.

### **7.2 Acknowledgement:**

A unique Complaint ID Number shall be generated upon registration of the Complaint and intimated to the customer along with the acknowledgement of the complaint, which shall be sent to the communication address of the complainant as updated in our records within 3 working days of receipt of the complaint. The Acknowledgement shall contain the name and contact details of the Officer from the Complaint Management & Redressal Team assigned to handle the complaint. In case the complaint is resolved within 3 working days, the resolution details shall also be sent along with the acknowledgement letter.

### **7.3 Intimation of Grievance Redressal Process:**

The Grievance Redressal procedure / process shall be made available on the company website, intranet (for the reference of employees) and also as part of the Complaint Acknowledgement.

### **7.4 Resolution of Complaint:**

We shall endeavor to resolve all complaints within 2 weeks from the date of receipt of the complaint. Resolution of the complaint shall be communicated to the customer through E-mail or through a written letter. The resolution provided shall be in line with the terms and conditions of the policy.

### **7.5 Closure of Complaint:**

A complaint shall be treated as closed, when:

- a. The Company accedes to the request of the complainant fully.
- b. Where the complainant indicates in writing, acceptance of the response of the company.
- c. Where the complainant does not respond to the company within 8 weeks of the company's written response
- d. Where the Grievance Redressal Officer has certified that the company has discharged its contractual, statutory & regulatory obligations and therefore closed the complaint.

**8. Complaints Management System :**

Exide Life shall implement automated complaint management systems which shall integrate with the IRDA systems which enable online registration of complaints, tracking and periodic reporting to authorities. Exide Life shall also implement systems to receive and deal with calls from prospects and policy holders including voice / e-mail.

**9. Policy Holder Protection Committee:**

Exide Life shall have a Policy Holder Protection Committee for protection of Policyholder interests by the adoption of sound and healthy market conduct practices by Exide Life and to enable IRDA to assess the governance and market conduct issues with respect to Exide Life. The Committee shall overlook into the implementation of various customer service guidelines as mandated by various regulatory authorities and also carry out analysis and monitoring activities.