

GRIEVANCE REDRESSAL POLICY

1. Introduction

Future Generali India Insurance Company Ltd (“Company”) believes that excellence in customer service is the most important tool for sustained business growth. As a service organization, customer service and customer satisfaction are our prime focus area. In order to achieve the company’s vision “We pledge to provide Financial Security to all people and enterprises through TOTAL INSURANCE SOLUTIONS. The Company has adopted “Can-do, Indian-ness, Respect, Nimbleness” as its corporate values. Each of these values have been adopted with special emphasis towards providing customer with excellent service through the Indian philosophy of “Atithi Devo Bhava” adhering to complete transparency and respect towards customer.

2. Objective:

The objective of this policy is to provide for efficient & effective grievance redressal mechanism to policyholders, nominees and other persons claiming under policies and has been formulated taking into account the following:

- Complaints raised by customers are dealt with courtesy and on time.
- Customers are treated fairly at all times.
- Complete transparency is maintained with the customers.
- All complaints are dealt with efficiently and fairly.
- Customers are fully informed of avenues to escalate their complaints / grievances within the organization.
- Customers are informed of their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints.
- To ensure all Customer inputs are logged in defined manner and system.
- Every category of Customer Request or Complaint should have pre- defined turnaround time (TAT) & same would be communicated to the customer.

2. Definition of Grievances / Complaints

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 from the Company and /or its intermediary or asks for remedial action.

However, for the purpose of this policy any information request on products, services etc is excluded from the concept of complaint.

An “**Inquiry/Query**” is defined as any communication from a customer for the primary purpose of requesting information about the company and/or its services. A Query is a customer interaction with Company which can be resolved during the Contact itself. A query does not require any follow-up action.

Request: A “Request” is defined as any communication from a customer soliciting a service such as a change or modification in the policy.

3. SCOPE OF POLICY

This policy covers all grievances raised by the policyholders or any persons claiming under the policies issued by the Company, about an action or lack of action, about the standard of service/deficiency of service of the company and/or any intermediary or asks for remedial action communicated by any mode of communication i.e. voice/ SMS/ e-mail/ fax/ mail/etc.

4. INTERNAL GRIEVANCES REDRESSAL FRAMEWORK:

A) Branch Grievance Redressal Officers: The Company has nominated Grievance Officer at its all branches to whom a complaint can be made, and who shall immediately record such grievance and make his best endeavors to resolve such grievance. The Grievance officer at branch level shall be *inter alia* responsible for;

- a. All the grievances received at the office are registered in the system, and addressed appropriately.
- b. All grievances are resolved within the defined TAT
- c. To undertake proactive methods for Customer satisfaction

B) Customer Service Department

The Customer Service department shall be the overall custodian of all Queries, Requests and complaints received at the Branch/Zone level or the Head office.

The Customer Service Department shall be *inter alia* responsible;

- a. To ensure timely Redressal of grievances logged in Call Logging system
- b. To ensure compliance with the processes laid down by organization and regulator from time to time

- c. To monitor the quality of closure by owners and highlight the gaps on regular basis
- d. To escalate cases not actioned within set timelines to ensure Customer satisfaction.
- e. To address escalated grievances and undertake steps for timely closure
- f. To circulate learning's emanating from complaints across the organization for Improved Customer Focus.
- g. To interact with the Grievance Redressal Officer at Corporate office for closure of Customer Grievances
- h. To maintain record of all customer complaints & provide reports based on Internal compliance & regulator guidelines and share the same in the Policy Holder's Protection Committee

C) Grievance Redressal Officer of the Company

The Company has designated its Principal Compliance Officer as Grievance Redressal Officer of the Company. The Grievance Officer of the Company shall *inter alia* be responsible for;

- a. Interaction with Regulators and other bodies for Redressal of Grievances
- b. Guide the GROs at Operations HO and Branch office from time to time for adopting better Grievance Redressal practices
- c. Reviewing the Grievances and suggesting the action steps for improving Customer Satisfaction
- d. Designing Policy and strategy for making the Grievance Procedure and process more competitive and Customer focused
- e. Representing the Company in various forums & Judicial bodies.
- f. Timely reporting of the Grievance data to the Regulatory authorities and the Board of Directors.
- g. In case the resolution provided by the company is disputed by the complainant, in accordance with the powers conferred upon him as the Grievance Redressal Officer, he can review the complaint and certify that the company has discharged its contractual, statutory and regulatory obligation and therefore close the Complaint.

D) Apex Grievance Redressal Committee.

To protect the interest of the policy holders, the company has constituted a management level committee, which periodically reviews the pending grievances as well as the key causes for the grievances. It may also review and take decisions on any grievances that may not get resolved in general course of grievance redressal procedures.

The Grievance Redressal Committee shall meet on a periodic and regular basis as well as, whenever it is necessary to discuss any significant or critical issues concerning the protection of interests of policyholders to discuss and review the effective operation of the redressal mechanisms of customer complaints.

The complaints officer of the company convenes the meetings of the Grievance Redressal Committee and shares the statistics of the complaints.

E) Policyholders Protection Committee

The Company has constituted a Policyholders Protection Committee with its Board Members with a view to put in place systems for addressing the various issues relating to protection of the interests of the policyholders, as also relating to keeping the policyholders well informed of and educated about insurance products and complaint-handling procedures and to ensure that policyholders have access to redressal mechanisms and establish policies and procedures, to deal with customer complaints and resolve disputes expeditiously.

The responsibilities of the Policyholder's Protection Committee shall be:

- i. Putting in place proper procedures and effective mechanism to address complaints and grievances of policyholders including misselling by intermediaries.
- ii. Ensure compliance with the statutory requirements as laid down in the regulatory framework.
- iii. Review of the mechanism at periodic intervals.
- iv. Review the status of complaints at periodic intervals.

The Policyholder's Protection Committee shall make a report on the number and nature of complaints to the Board of Directors at periodic intervals to assess the governance and market conduct issues.

5. GRIEVANCE REDRESSAL PROCEDURES AND TAT:

- a) All Grievances shall be registered in the Company's Customer Service System. The Customers can register their grievance through any of the modes enumerated in section 6.
- b) The Turn Around time for each service Category and complaints shall be clearly defined and compliant with the IRDA guidelines in this regard. If the customer grievance relates to a delay in service whereas it is well within the Service level turn around time, the customer shall be educated of the same. In

- c) such cases, the Grievance shall be registered if the Service Level TAT has been breached.
- d) The Company shall send a written acknowledgement to the complainant within 3 working days of the receipt of the grievance.
- e) The acknowledgement shall contain the name and designation of the officer who will deal with the grievance. It shall also contain the details of the insurer's grievance redressal procedure and the time taken for resolution of disputes.
- f) Where the Company resolves the complaint within 3 days, it shall communicate the resolution along with the acknowledgement.
- g) Where the grievance is not resolved within 3 working days, the Company shall resolve the grievance within 2 weeks of its receipt and send a final written response on the resolution.
- h) The written response shall give the details of the resolution. It shall also inform the complainant about how he/she may pursue the complaint, if dissatisfied. It shall inform that it will regard the complaint as closed if it does not receive a reply within 8 weeks from the date of receipt of response by the insured/policyholder.
- i) All Branch Offices & the Head Office shall adopt the uniform policy and process the complaints as per the Standard Operating Procedure (SOP).

6. Channels to Lodge a Complaint:

The customer may lodge its complaints, using any of the following facilities given below :

CHANNEL	Mode	Details
Contact Center	Inbound Call	MTNL/BSNL : 1800-220-233 Others : 1860-500-3333
	Email	care@futuregenerali.in
	Website: Online Form Submission	www.futuregenerali.in
Branch/Zone Office	a) Call b) Email to any personnel	Customer Service Cell Future Generali India Insurance Company Ltd. Corporate Office: - 001, Delta Plaza, 414 Veer Savarkar Marg, Prabhadevi, Mumbai - 400 025.
Head Office (Customer service Cell)	c) Letter or Fax. d) Walk -in (personal visit)	

7. Grievance Escalation

The Company has put in place a structured Internal Escalation Mechanism to ensure that all complaints are addressed within defined TAT (Turn around Time) and those exceeding the TAT are escalated to the higher authority.

All the policies carry information about the Grievance Handling procedures of the Company. A complaints form is annexed with all policy documents and also provided at the Branches. This also contains the contact details of the IRDA & insurance ombudsman offices, where the customer can approach in case he is not satisfied by the Grievance resolution provided by the Company.

8. OMBUDSMAN

The Central Government has established an office of the Insurance Ombudsman for redressal of grievance or complaint with respect to Insurance Policies. The complaint to the Ombudsman should be made in writing, duly signed by the complainant or by his legal heirs, with full details of the complaint and the contact information of complainant. As per provision 12(1) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made only if -

- a. Complaint under rule 13 of the Redressal of Public Grievances Rules
- b. Any partial or total repudiation of claims by an insurer
- c. Dispute with regard to premium paid or payable in terms of the policy
- d. Any dispute in regard to the legal construction of the Policies insofar as such dispute relate to claims
- e. Delay in settlement of claims
- f. Non-issue of any insurance document to customers after receipt of premium

Rule 13 of the RPG Rules provides for the manner in which the complaint should be made to the Ombudsman. Rule 13(3) of the said rules provides that no complaint to the ombudsman shall lie unless

- a. The complainants had before making a complaint to the Ombudsman made a written representation to the insurer named in the complaint and either insurer had rejected the complaint or the complainant had not received any reply within a period of one month after the insurer concerned received his representation or the complainant is not satisfied with the reply given by the insurer

- b. The complaint is made not later than one year after the insurer had rejected the representation or sent his final reply in the representation of the complainant; and
- c. The complaint is not on the same subject matter for which any proceedings before any court, or consumer Forum or arbitrator is pending or were so earlier

The updated details of Ombudsman is available at website of IRDA i.e. www.irda.gov.in

9. IRDA CONSUMER AFFAIRS DEPARTMENT

Insurance Regulatory Development Authority (IRDA) has created a Consumer Affairs Department to deal with the complaints from various policyholders that they may have with insurance companies. Presently IRDA may be contacted in case of any unresolved grievances as per following details;

CALL CENTER : TOLL FREE NO:155255

Insurance Regulatory and Development Authority

Consumer Affairs Department

United India Tower, 9th floor, 3-5-817/818,

Basheerbagh, Hyderabad - 500 029.

e-mail id: complaints@irda.gov.in

“Only cases of delay/non-response regarding matters relating to policies and claims are taken up by the Cell with the insurers for speedy disposal.

As claims/policy contracts in dispute require adjudication and the IRDA does not carry out any adjudication, insureds are advised to approach the available quasi-judicial or judicial channels, i.e., the Insurance Ombudsmen, Consumer fora or the Civil courts for such complaints. The list of Insurance Ombudsmen along with their contact details are available on this website under the heading ‘Ombudsmen’.

Only complaints from the insureds themselves or the claimants shall be entertained. The Cell shall not entertain complaints written on behalf of policyholders by advocates or agents or any third parties.”

10. ADMINISTRATION AND REVIEW OF THE POLICY

The Managing Director shall be responsible for the administration, interpretation, application and revision of this policy. The policy will be reviewed and revised as and when needed.