



GRIEVANCE REDRESSAL POLICY-
LIBERTY VIDEOCON GENERAL INSURANCE COMPANY
LIMITED

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1. BACKGROUND

Insurance is a legal contract between the Insurer and the Insured, wherein the Insurer promises to make good the loss suffered by the Insured for a price known as premium. Insurance protects people from the financial costs that result from loss of life, health, lawsuits, or property damage etc. In providing the insurance services to the Customers there could be occasions wherein the Insured is not happy or satisfied with the service received from the Insurance Company either directly or indirectly through its Agents. Hence there is a need to provide for a policy framework to deal with complaints / grievances of the Customers.

With the objective of protecting the interests of the Policyholders the insurance regulator, IRDA had framed IRDA (Protection of Policyholders' Interests) Regulations, 2002 (the Regulations). The Regulations requires insurance companies to put in place proper procedure and effective mechanism to address complaints and grievances of policyholder efficiently and with speed. Further, IRDA vide its Circular dated 27th July 2010 has issued guidelines for Grievance Redressal by Insurance Companies (the Guidelines). The said Guidelines inter-alia prescribes the minimum time frames and uniform definitions and classifications of complaints.

Liberty Videocon General Insurance (The Company) has established a 'Complaints and Grievance Redressal Policy' (Policy). In order to include any future provisions of the said Guidelines by the regulator in the Policy, the same will be suitably modified.

The following definition of grievance shall be adopted:

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.

On the other hand, an Inquiry and Request would mean the following:

Inquiry: An "Inquiry" is defined as any communication from a customer for the primary purpose of requesting information about a company and/or its services.

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

2. EFFECTIVE DATE FOR IMPLEMENTATION OF THE POLICY

The effective date of the Policy shall be the date of approval on the same by the Board of Directors of the Company. The Company shall periodically review the Policy from time to time in accordance with the IRDA regulations in this regard.

3. OBJECTIVE OF THE POLICY

The key objective of the Policy is to provide for a mechanism to speedily redress the grievance and complaints of the Customers to their satisfaction in accordance with the applicable laws.

4. SCOPE

The Policy shall cover the complaints/grievances received from Policyholders and beneficiaries under the Policies issued by the Company relating to issuance, servicing, claims and other issues pertaining to insurance policies. The Policy specifically excludes Inquiry or Requests.

5. DEFINITIONS & ABBREVIATION

1. Authority – shall mean the Insurance Regulatory and Development Authority (IRDA) established under sub-section (1) of Section 3 of the IRDA Act, 1999.

2. Company - means Liberty Videocon General Insurance Limited, incorporated under the provisions of the Companies Act, 1956 and registered with the Authority as an Insurer.

3. Complainant - includes any policyholder or beneficiary under the Policy who expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of the Company or its intermediary (ies)

4. Complaint/Grievance – Any communication that expresses dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of the Company or its intermediary (ies) which requires remedial action.

7. Designated Grievance Officer shall mean the official appointed by the Company in each branch to redress the grievance of the Complainant.

10. Intermediaries or Insurance Intermediaries includes agent(s), corporate agent(s) and insurance brokers.

11. Policy shall mean this ‘Complaints and Grievance Redressal Policy’ of the Company, as amended from time to time.

12. Grievance Redressal Officer shall mean the official appointed by the Company under Para 3 of the Guidelines for Grievance Redressal By Insurance Companies issued by Insurance Regulatory & Development Authority.

6. SOURCE OF COMPLAINTS

The Company may receive the complaint/grievance from any of the following sources:

- Policyholder
- Beneficiary under the Policy
- Claimant/Nominee under the Policy
- Insurance Regulatory and Development Authority
- Ombudsman

7. LODGING OF COMPLAINTS

The Complainant can lodge his Complaint/Grievance with any of the following:

- Call Center (Toll free helpline) 1800 266 5844 (accessible from any Mobile and Landline within India)
- Email – care@libertyvideocon.com
- Designated Grievance Officer in each branch.
- Company Website – www.libertyvideocon.com
- Integrated Grievance Management System of IRDA
- By sending a written communication to the Company mail.

8. PROCESS

8.1 Complaints and Grievance Team

The Complaint & Grievance Team will be responsible for handling, management and redressal of all Customer complaints received by the Company. Any complaint received by the Company in any mode (including letters, phone calls, e-mails etc.) shall be referred to this team within 24 hours from the time of the receipt of the Complaint. This Team shall follow the below procedure/s for resolving the complaint.

8.2 Intimation of complaint

On receipt of a complaint the Complaints & Grievance Team shall take the following steps:

- A written acknowledgement shall be sent to the Complainant within three (3) working days from the date of receipt of any Complaint/Grievance.
- Where the Company resolves the grievance /complaint within 3 days, this Team shall communicate the resolution along with the acknowledgement.
- The acknowledgement shall mention the unique reference number recorded in the system, grievance redressal procedure and the time limit for resolution of the same.

8.3 Complaint resolution

The Company shall endeavor to resolve the Complaint/Grievance within two (2) weeks, from the date of receipt of the Complaint/Grievance. The Complaints & Grievance Team shall communicate the Company's decision and the same would inter-alia contain the following:

- The details of the resolution offered or reasons of rejection.
- Process to pursue further, if the customer is dissatisfied with the resolution.

The Company's Complaints & Grievance Team shall treat the Complaint/Grievance as closed if there is no response from the Complainant to the communication sent by the Company, within eight (8)

weeks from the date of receipt of the said communication. TATs for servicing Policyholders are provided in Annexure II.

8.4 Customer Escalation

In case the Customer is not satisfied with the response / resolution given / offered by the Complaints & Grievance Team, then the Customer can write to the Grievance Redressal Officer of the Company at the following address:

Grievance Redressal Officer
Liberty Videocon General Insurance Company Limited
10th Floor, Tower A
Peninsula Business Park,
Ganpatrao Kadam Marg,
Lower Parel, Mumbai – 400013
Email – gro@libertyvideocon.com
Contact no: 022-67001313

8.5 Office of the Insurance Ombudsman

With the objective of amicable settlement of all complaints relating to settlement of claims arising out of insurance contract, the Central Government had notified the Redressal of Public Grievances Rules, 1998 ('the Rules'). The Rules inter-alia provide for establishment of Insurance Council comprising of representatives of all insurance companies. In terms of Rule 6 of the Rules, the Governing Body of the Insurance Council shall appoint one or more persons as the Ombudsman for achieving the objectives of the Rules.

As per the provisions of Rule 13 of the Rules, any person who has a grievance against an insurer, may himself or through his legal heirs make a compliant in writing to the Ombudsman within whose jurisdiction the branch or office of the insurer complained against is located. Such complaints shall be in writing, duly signed by the complainant or through his legal heirs and shall state clearly the name and address of the complainant, the name of the branch or office of the insurer against which the complaint is made, the fact giving rise to complaint supported by documents, if any, relied on by the complainant, the nature and extent of the loss caused to the complainant and the relief sought from the Ombudsman.

Accordingly, in case even after escalating the Grievance / Complaint as provided under Para 8.4 above, if the Customer is not satisfied with the resolution, then he may approach the office of the Insurance Ombudsman for redressal of his Complaint / Grievance.

It is pertinent to note that:

i. The Ombudsman will not entertain any compliant unless the complainant had, before making a complaint to the Ombudsman, made a written representation to the insurer and either the insurer had rejected the complaint or the complainant had not received any reply within a period of one

month after the insurer received his representation or the complainant is not satisfied with the reply given to him by the insurer.

ii. The complaint to the Ombudsman shall be made within a period of one year after the Company had rejected the representation of the complainant or sent its final reply on the representation of the complainant.

iii. The complaint is not on the same subject matter, for which any proceedings before

9. Closure of Grievance:

The Company shall consider the Complaint as disposed of and closed when:

- (a) The Company has acceded to the request of the Complainant fully.
- (b) Where the Complainant has indicated in writing, acceptance of the response of the Company.
- (c) Where the Complainant has not responded 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 and regulatory obligations and therefore closes the complaint.

10. Categorization of Complaints / Grievances:

The Company shall categorize the complaints / grievances as prescribed by the Authority from time to time.

11. Publicizing Grievance redressal Procedure:

The Company shall adequately publicize its grievance redressal policy at the branches and shall upload the same on its website i.e. www.libertyvideocon.com

12. Policyholder Protection Committee:

The Company shall constitute Policyholder Protection Committee to monitor *inter alia* the Customer grievance mechanism of the Company.

Annexure I

Office of the Ombudsman	Contact Details	Areas of Jurisdiction
AHMEDABAD	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, Ambica House, Nr. C.U. Shah College, Ashram Road, AHMEDABAD-380 014. Tel.:- 079-27546840 Fax : 079-27546142 Email ins.omb@rediffmail.com	Gujarat , UT of Dadra & Nagar Haveli, Daman and Diu
BHOPAL	Insurance Ombudsman, Office of the Insurance Ombudsman, Janak Vihar Complex, 2 nd Floor, 6, Malviya Nagar, Opp. Airtel, Near New Market, BHOPAL(M.P.)-462 023. Tel.:- 0755-2569201 Fax : 0755-2769203 Email bimalokpalbhopal@airtelmail.in	Madhya Pradesh & Chhattisgarh
BHUBANESHWAR	Insurance Ombudsman, Office of the Insurance Ombudsman, 62, Forest Park, BHUBANESHWAR-751 009. Tel.:- 0674-2596455 Fax : 0674-2596429 Email ioobbsr@dataone.in	Orissa
CHANDIGARH	Insurance Ombudsman, Office of the Insurance Ombudsman, S.C.O. No.101-103, 2nd Floor, Batra Building. Sector 17-D, CHANDIGARH-160 017. Tel.:- 0172-2706468 Fax : 0172-2708274 Email ombchd@yahoo.co.in	Punjab , Haryana, Himachal Pradesh, Jammu & Kashmir , UT of Chandigarh
CHENNAI	Shri V. Ramasaamy, Insurance Ombudsman, Office of the Insurance Ombudsman, Fathima Akhtar Court, 4th Floor, 453 (old 312), Anna Salai, Teynampet, CHENNAI-600 018. Tel.:- 044-24333668 /5284 Fax : 044-24333664 Email insombud@md4.vsnl.net.in	Tamil Nadu, UT-Pondicherry Town and Karaikal (which are part of UT of Pondicherry)
NEW DELHI	Shri Surendra Pal Singh, Insurance Ombudsman, Office of the Insurance Ombudsman, 2/2 A, Universal Insurance Bldg., Asaf Ali Road, NEW DELHI-110 002. Tel.:- 011-23239633 Fax : 011-23230858	Delhi & Rajasthan



	Email jobdelraj@rediffmail.com	
GUWAHATI	Shri Sarat Chandra Sarma, Insurance Ombudsman, Office of the Insurance Ombudsman, "Jeevan Nivesh", 5 th Floor, Near Panbazar Overbridge, S.S. Road, GUWAHATI-781 001 (ASSAM) . Tel:- 0361-2132204/5 Fax : 0361-2732937. Email ombudsmanghy@rediffmail.com	Assam , Meghalaya, Manipur, Mizoram, Arunachal Pradesh, Nagaland and Tripura
HYDERABAD	Shri K Chandrahas, Insurance Ombudsman, Office of the Insurance Ombudsman, 6-2/46, 1 st Floor, Moin Court, A.C. Guards, Lakdi-Ka-Pool, HYDERABAD-500 004 . Tel : 040-65504123 Fax: 040-23376599, Email insombudhyd@gmail.com	Andhra Pradesh, Karnataka and UT of Yanam - a part of the UT of Pondicherry
ERNAKULAM	Insurance Ombudsman, Office of the Insurance Ombudsman, 2nd Floor, CC 27/2603, Pulinat Bldg., Opp. Cochin Shipyard, M.G. Road, ERNAKULAM-682 015 . Tel : 0484-2358759 Fax : 0484-2359336. Email iokochi@asianetindia.com	Kerala , UT of (a) Lakshadweep , (b) Mahe - a part of UT of Pondicherry
KOLKATA	Ms. Manika Datta, Insurance Ombudsman, Office of the Insurance Ombudsman, North British Bldg., 29, N.S. Road, 4 th Floor, KOLKATA-700 001 . Tel : 033-22134866 Fax : 033-22134868. Email iombkol@vsnl.net	West Bengal , Bihar , Jharkhand and UT of Andeman & Nicobar Islands , Sikkim
LUCKNOW	Insurance Ombudsman, Office of the Insurance Ombudsman, Jeevan Bhawan, Phase-2, 6 th Floor, Nawal Kishore Road, Hazaratganj, LUCKNOW-226 001 . Tel : 0522 -2231331 Fax : 0522-2231310 Email insombudsman@rediffmail.com	Uttar Pradesh and Uttaranchal
MUMBAI	Shri S Viswanathan, Insurance Ombudsman, Office of the Insurance Ombudsman, 3rd Floor, Jeevan Seva Annexe, S.V. Road, Santacruz(W), MUMBAI-400 054 . Tel : 022-26106928 Fax : 022-26106052 Email ombudsmanmumbai@gmail.com	Maharashtra , Goa

Annexure II

S.No	Description	Mapping of IRDA(Protection of Policyholders Interest) Regulations 2002 provisions	Servicing TATs
(1) Proposal Related			
1	Insurer collected premium - Issued policy without any proposal or confirmation in writing from Insured	4 (1) Except in cases of a marine insurance cover, where current market practices do not insist on a written proposal form, in all cases, a proposal for grant of a cover, either for life business or for general business, must be evidenced by a written document. It is the duty of an insurer to furnish to the insured free of charge, within 30 days of the acceptance of a proposal, a copy of the proposal form.	30 days
2	Insurer accepted premium and then rejected the proposal	3(5) In the process of sale, the insurer or its agent or any intermediary shall act according to the code of conduct prescribed by: <ul style="list-style-type: none"> i) the Authority ii) the Councils that have been established under section 64C of the Act and iii) the recognized professional body or association of which the agent or intermediary or insurance intermediary is a member. 	10 days
3	Insurer not furnishing proposal copy after acceptance of risk	Refer S.No. 1	30 days
4	Insured does not know the scope of coverage and other terms where Proposal form was filled up by Agent	A prospectus of any insurance product shall clearly state the scope of benefits, the extent of insurance cover and in an explicit manner explain the warranties, exceptions and conditions of the insurance cover and, in case of life insurance, whether the product is participating (with-profits) or non-participating (without-profits). The allowable rider or riders on the product shall be clearly spelt out with regard to their scope of benefits, and in no case, the premium relatable to all the riders put together shall exceed 30% of the premium of the main product.	10 days

		<p>11 (1) The requirements of disclosure of “material information” regarding a proposal or policy apply, both to the insurer and the insured.</p> <p>(2) The policyholder shall assist the insurer, if the latter so requires, in the prosecution of a proceeding or in the matter of recovery of claims which the insurer has against third parties.</p> <p>(3) The policyholder shall furnish all information that is sought from him by the insurer and also any other information which the insurer considers as having a bearing on the risk to enable the latter to assess properly the risk sought to be covered by a policy.</p> <p>(4) Any breaches of the obligations cast on an insurer or insurance agent or insurance intermediary in terms of these regulations may enable the Authority to initiate action against each or all of them, jointly or severally, under the Act and/or the Insurance Regulatory and Development Authority Act, 1999.</p>	
5	Proposal form given by Insured was tempered by Agent / Insurer	Refer S.No. 2	
(2) Cover Note Related			
6	Cover Note not received	Refer S.No. 2	10 days
7	Scope of cover not explained	A prospectus of any insurance product shall clearly state the scope of benefits, the extent of insurance cover and in an explicit manner explain the warranties, exceptions and conditions of the insurance cover	10 days
(3) Policy Related			
8	Certificate of Insurance / Policy not received by the Insured	Refer S.No. 2	
9	Details incomplete in the policy.	<p>7(1) A general insurance policy shall clearly state:</p> <p>(a) the name(s) and address(es) of the insured and of any bank(s) or any other person having financial interest in the subject matter of insurance;</p> <p>(b) full description of the property or interest insured;</p>	10 days

		(c) the location or locations of the property or interest insured under the policy and, where appropriate, with respective insured values;	
		(d) period of Insurance;	
		(e) sums insured;	
		(f) perils covered and not covered;	
		(h) any franchise or deductible applicable;	
		(i) Nomination details to be noted	
		(j) Financier's Interest to be shown in policy	
10	Details shown in policy or Add-on are incorrect.	Refer S.No.9	10 days
11	Endorsement for modification of policy/add on not issued by the Insurer	10 (g) issuance of an endorsement under the policy; noting a change of interest or sum assured or perils insured, financial interest of a bank and other interests; and	10 days
12	Insured asked for cancellation of policy, Insurer failed to respond	10 (1) An insurer carrying on life or general business, as the case may be, shall at all times, respond within 10 days of the receipt of any communication from its policyholders in all matters	10 days
13	Insured asked for issue of a duplicate policy – Insurer failed to issue	10(f) issuance of duplicate policy;	10 days
14	Nomination details given by Insured not noted in policy.	10(b) noting a new nomination or change of nomination under a policy;	10 days
15	Insurer cancelled policy arbitrarily without serving notice	It will be fair to issue notice to Insured, before cancellation of Policy	10 days
16	In the renewal policy, Insurer changed the terms & conditions without informing the Insured	Policy terms, conditions and warranties; should not be changed arbitrarily	10 days
17	Details shown in policy different from the Cover Note.	Refer S.No.17	10 days
18	Insurer refused to accept Insured's request to enhance coverage mid-term.	If this request cannot be accepted, Insurer to write to Insured giving reasons.	10 days
19	While renewing the policy Insurer refused to enhance the Sum Insured sought by Insured.	Reasons for refusal to be communicated to Insured	10 days
20	Insurer forced Insured to switch over to a new policy.		
21	Without the consent of Insured Insurer debited customer's bank A/c / credit	Refer S.No. 2	10 days

	card and issued policy.		
22	Insurer refused to renew the policy without giving any reasons.	Refer S.No. 2	10 days
23	Change of address not noted	Recording change of address;	10 days
24	Product no longer available with Insurer		
(4) Premium			
25	Premium receipt not received by Insured	Refer S.No. 2	10 days
26	Insurer calculated premium wrongly and over charged the Insured.	Refer S.No. 2	10 days
27	Insurer loaded premium arbitrarily	Insured to be advised in advance	10 days
28	Premium paid through electronic modes/cheque not accepted	Insurer to make arrangements to accept Premium in all accepted modes	10 days
29	Where provisional premium is collected, final adjustment is not carried out	Where the premium is provisional subject to adjustment, the basis of adjustment of premium be stated;	10 days
30	Premium cheque bounced. Without giving intimation to Insured Insurer. cancelled the policy		10 days
(5) Coverage			10 days
31	Insurer did not attach any clauses to the policy – coverage given under the policy not known to the Insured.	A general insurance policy shall clearly state: perils covered and not covered;	10 days
32	Dispute relating to Interpretation of perils/exclusions/conditions/warranties	Refer S.No. 2	10 days
33	Dispute relating to policy extension of term for Long term policies	Refer S.No. 2	
34	Wrong add on policy wording	Refer S.No. 2	
(6) Refund			
35	Refund of premium due under policy not received by Insured.	Insurer to make refund of premium on their own	10 days
36	Dispute regarding quantum of premium refund.	Insurer to convey to Insured as to how they arrived at the quantum of refund	10 days
(7) Product			
37	Product (policy) received by insured is not what it was negotiated at the time of sale.	Refer S.No. 2	10 days
38	Misleading Advertisement issued by Insurer. Product was different from what it was advertised.	Refer S.No. 2	10 days
(8) Claim			

39	Insurer refusing to register claim	An insured or the claimant shall give notice to the insurer of any loss arising under contract of insurance at the earliest or within such extended time as may be allowed by the insurer. On receipt of such a communication, a general insurer shall respond immediately and give clear indication to the insured on the procedures that he should follow. In cases where a surveyor has to be appointed for assessing a loss/ claim, it shall be so done within 72 hours of the receipt of intimation from the insured.	10 days
40	Insurer asking for irrelevant claim documents	Refer S.no. 39	
41	Insurer asking for claim documents on a piecemeal basis.	Refer S.no. 39	
42	Delay in appointment of surveyor	Refer S.no. 39	72 hours
43	Insurer not issued claim form.	Refer S.no. 39	10 days
44	Delay in conducting survey.	Insurer should advise the Surveyor to stick to the time -frame	10 days
45	Surveyor delayed issue of his report.	Where the insured is unable to furnish all the particulars required by the surveyor or where the surveyor does not receive the full cooperation of the insured, the insurer or the surveyor as the case may be, shall inform in writing the insured about the delay that may result in the assessment of the claim. The surveyor shall be subjected to the code of conduct laid down by the Authority while assessing the loss, and shall communicate his findings to the insurer within 30 days of his appointment with a copy of the report being furnished to the insured, if he so desires. Where, in special circumstances of the case, either due to its special and complicated nature, the surveyor shall under intimation to the insured, seek an extension from the insurer for submission of his report. In no case shall a surveyor take more than six months from the date of his appointment to furnish his report.	30 days
46	Survey report copy not issued to the	Refer S.No. 45	30 days

	Insured by the surveyor.		
47	Difference between assessed loss and amount settled by Insurer.	Insurer should explain to the Insured the reasons	10 days
48	Insurer reduced the Quantum of claim for reasons not indicated in the policy.	Refer S.No. 47	
49	Insurer failed to make offer of settlement to Insured after receipt of survey report.	On receipt of the survey report or the additional survey report, as the case may be, an insurer shall within a period of 30 days offer a settlement of the claim to the insured. If the insurer, for any reasons to be recorded in writing and communicated to the insured, decides to reject a claim under the policy, it shall do so within a period of 30 days from the receipt of the survey report or the additional survey report, as the case may be.	30 days
50	Insurer not disposed of the claim	Without valid reasons, Insurer should not keep any Claim beyond the time frame	30 days
51	Insurer not issued claim cheque in spite of offer of settlement.	Upon acceptance of an offer of settlement as stated in sub-regulation (5) by the insured, the payment of the amount due shall be made within 7 days from the date of acceptance of the offer by the insured. In the cases of delay in the payment, the insurer shall be liable to pay interest at a rate which is 2% above the bank rate prevalent at the beginning of the financial year in which the claim is reviewed by it.	7 days
52	Cheque issued by Insurer is bounced.	Insurer should send fresh cheque /draft, the moment they come to know about the bouncing of the cheque	10 days
53	Name of Insured wrongly written in the claim cheque.	Insurer should doubly make sure not allow such errors	10 days
54	Insurer closed the claim without advising the Insured any reasons.	Refer S.No. 47	10 days
55	Dispute between Insured and Insurer on (a) Rate of depreciation applied, (b) amount allowed towards Labour charges (Motor claim), (c) deduction of salvage value, (d) obsolete factor.	Insurer should write to the Insured and resolve the disputes	10 days
56	Dispute on mode of claim settlement - Total loss / cash loss vis-à-vis repair basis.		30 days
57	Claim denied due to alleged non-		30 days

	cooperation of Insured		
58	Insurer repudiated claim due to delay in intimation of claim by Insured.	It would be proper to ascertain the reasons for delayed intimation and consider admission of claim on merits	10 days
59	Insurer repudiated claim due to delay in submission of claim documents by the Insured.	Without giving notice in advance calling for required documents, Insurer not repudiate a claim	10 days
60	Insurer repudiated the claim based on 2nd surveyor's recommendation.	Insurer should give reasons in the letter of repudiation	10 days
61	Insurer repudiated the claim due to alleged breach of policy condition / warranty.	Refer S.No. 55	10 days
62	Insurer repudiated claim due to dispute on premium paid.	Refer S.No. 55	10 days
63	Insurer repudiated claim due to alleged fraud.		
64	Claim repudiated without giving reasons	Refer S.No. 59	10 days
65	Insurer repudiated claim due to "pre-existing disease exclusion" (Health Insurance).		10 days
66	Claim repudiation by Insurer due to bouncing of premium cheque presented late by Insurer.		
67	Insurer repudiated claim due to alleged carelessness of Insured.		
68	Delay on the part of TPA to arrange claim reimbursement (Health claim).		30 days
69	TPA reduces estimate given by the hospital without any reason.		10 days
70	Delay on the part of TPA to provide cashless facility.		10 days
71	TPA refuses to extend cashless facility to the Insured.		10 days
(9) Distance marketing			
72	Insurer calls for solicitation of business in spite of client registering in DNC		
73	Insurer making repeated and unsolicited calls		
74	Mis-selling on distant calling		
75	Explaining excessive features of a policy to a prospect on calls		
76	Insurer debiting premium on cards arbitrarily		
77	Insurer not refunding amount debited		

	arbitrarily on Credit cards		
(10) Others			
78	IDV related disputes		10 days
79	Higher/wrong deductible imposed by Insurer		10 days
80	Insurer imposed additional conditions wrongly.		10 days
81	TPA not sent ID card to Insured (Health claim).		10 days
82	Insurer not considered the cumulative bonus in claim settlement (PA or Health claim).	Cumulative bonus relevant to PA or Health policy should be allowed	10 days
83	Insurer not given no claim bonus (Motor Insurance)	Insurer should allow No Claim Bonus as per entitlement	
84	Insurer gave premium quote but later went back on acceptance of risk.	The quote should indicate the validity period	
85	Insurer failed to clarify the queries raised by Insured.	Refer S.No. 12	
86	TPA not sending pre-authorization to the Hospital (denial of cashless facility).		
87	Insurer not given eligible discount in premium (Family Discount on Health / PA policy/package policy)	Refer S.No. 12	
88	Misbehavior of surveyor towards the Insured.		
89	Insurer not taken any loss prevention measures upon reporting of a claim by Insured.		
90	Failure of online transaction though premium was deducted through credit card.		
91	Rebating resorted to by Agent.		
92	Rebating resorted to by Insurer.		
93	Fraudulent behavior on the part of Agent in claim matter		
94	Errors in ID cards issued by TPAs.		
95	Alleged misconduct of officials of TPA towards the Insured.		
96	No response from TPA / Insurer for queries raised / clarifications sought by Insured.		
97	IT /Network related / connectivity issue with TPA.		
98	TPA delayed Health check-up.		

99	TPA delayed issue of reports of Health check-up.		
100	Alleged misconduct of officials of Insurer.		
101	Alleged misconduct of surveyor / investigator.		
102	Unsolicited calls made to Insured in spite of DNC registration.		
103	Complaint of Insured relating to pre-inspection / pre-acceptance survey.		
104	Cashless facility first sanctioned and withdrawn.		
105	Where claim is repudiated, Bills / reports not returned to the customer.		
106	Non-acceptance of health cards by network hospital.		
107	Unable to register Grievance due to faulty systems		

** Wherever are servicing TATs are not provided, the same shall be two weeks from the date of receipt of Compliant.



Liberty Videocon
General Insurance™