

Shriram General Ins Co. Ltd.

Policy for Grievance Redressal

Insurance business is "people centric" in character. One is dealing with people who are our policyholders, claimants. Therefore, a great deal of sensitivity is needed in dealing with consumers of Insurance Policies. Like any other commercial organization, we have developed a "Grievance Redressal Mechanism". The Grievance Redressal Mechanism keeps a record of all complaints received and action taken till disposal. A time schedule is laid down as per the gravity of the complaint by the Management for customer grievances and at reasonable period the progress is monitored. This department works directly under the Chief Executive Office.

As any service rendered to a customer needs to be assessed. This applies to our Insurance business as well. "Under promise and over deliver" is our motto rather than "over-promise and under-deliver".

a) Policy for Grievance Redressal

Like any other commercial organization, Insurers need to develop a "Grievance Redressal Mechanism". In the current scenario excellence in customer service is the most important tool for sustained business growth.

Customer complaints are part of business life of any corporate entity. Customers, who take time to complain, still have some confidence in the organization. As a service oriented organization, customer service and customer satisfaction is the prime concern of Shriram General Insurance Company. We believe that providing prompt and efficient service is essential not only to attract new customers, but also to retain the existing ones.

Our Grievance Policy/ Guidelines aim at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances.

We believe that constant review mechanism will help in identifying shortcomings in product features and service delivery. The grievance redressal follows the under noted principles.

- Customers are treated fairly at all times.
- Complaints raised by customers are dealt with an open mind, with courtesy.
- Customers are informed through the Policy document of avenues of escalation process of their complaints and grievances within the organization.
- We try our best to treat all complaints efficiently and fairly as they can damage the company's reputation and business if handled otherwise. After all customers who complain are still customers.

We at Shriram General Insurance work in good faith and without prejudice to the interests of the customer. This system will ensure that the complaints are redressed in a just and fair manner within the given framework of rules and regulations.

b) Redressal Mechanism

Two tier grievance Redressal System

The Company has public grievance machinery functioning at two levels i.e. Branch, and Head Office level. All complaints received are attended to and final reply given to the complainants. Mainly Customer complaints arises due to :

- a. The attitudinal deficiencies while dealing with the customers.
- b. Gaps between standards of services perceived/promised and actual services rendered
- d. Errors

The customer has full right to register his complaint if he is not satisfied with the services provided by the Company. He should give his complaint in writing/ email. If customer's complaint is not resolved within the reasonable

time and if he is not satisfied with the solution provided, he can approach Insurance ombudsman with his complaint or other legal avenues available For grievance redressal.

We have appointed one senior person reporting to Chief Executive Officer responsible for the implementation of customer service and complaint handling policy at the Head Office.

Name, Address, Telephone Number, e-mail id have been displayed at the Branch Offices and on the Companies website. The Grievance cell is headed by the Managing Director.

c) Approach followed in resolving the Grievances

After Laying down the grievances redressal policy and process, we ensure implementation and initiate corrective action wherever needed and review and approve the processes from the customer service perspective.

We Endeavour collect, analyze and present data to enable the Branch and Customer Service Officer to understand the customer service issues that need to be addressed and also recommend actions to be initiated.

With the help of data collected from feedback, complaints, customer service surveys and audits, do root cause analysis of most impactful and/or most recurring issues to identify the processes that need to be corrected to prevent recurrence.

We convene meeting of the Departmental Heads and Customer Service Department to implement their directions.

We ensure submission of all reports and returns to IRDA and other statutory /regulatory bodies relating to Customer Service.

Take all other actions and initiatives necessary to improve the quality of Customer Service, on a continuous basis.

The Grievance Officer, besides his above mentioned duties, shall also decide upon matters requiring immediate action and follow-up for timely redressal of grievances of customers. Where delay is seen, he takes corrective steps/action to avoid delays, including action against staff where shortcomings are seen.

Steps taken to manage:

To take care consumer education all the relevant information about the various products and the guidelines are provided at our branches and our site www.shriramgi.com.

High levels of ethical conduct are practiced to ensure the compliance of consumer protection as the Regulations.

Name, Address, Phone No. and Email address of the Grievance Officer is as follows:

Name	Hemant Kumar Sharma
Address	Shriram General Insurance Co. Ltd E-8, EPIP, RIICO Industrial Area, Sitapura, Jaipur, Rajasthan Pin Code: 302022
Phone	(0141) 3220900, 1800-180-7474, 1800-300-30000
Fax	(0141) 2770693
Email	hemantkumar.sharma@shriramgi.com