

Grievance Redressal Procedure for Insurance Products

1. - How to lodge a Complaint?

- Visit our nearest concern Regional Office/Branch, or
- Call our Customer Care @ **1800-10-223-48** , or
- E-mail to our customer care on customerservice@bafindia.com ,
- Write a letter to our Grievance Cell at -

**Manager Customer Service,
4th Floor, Videocon Tower,
E-1, Jhandewalan Extn.
New Delhi-110055**

2. – Procedure of Grievance Redressal

- On loading the complaint, a complaint reference number will be provided.
- An acknowledgement will also be sent with the details of Turnaround Time for the resolution & complaint registration details.
- In case customer is not happy with the resolution provided, He/she may follow the escalation matrix.

3. - Escalation matrix

- In case customer is dissatisfied with the response / not received a response, he/she may escalate the same to Manager Customer Service Head- csheadins@bafindia.com .
- In case customer is still unhappy with the response / not received a response, in 7 days' time he/she may escalate the same to - grievanceofficer@bafindia.com .
- If after having followed steps, customer issue remains unresolved, customer may approach the Insurance Ombudsman for redressal. Customer may login to www.irda.gov.in, to get details on Insurance Regulator offices.