

1. SERVICE PARAMETERS INCLUDING TURN AROUND TIMES

The Company aims to offer all its services within the well-defined service parameters and Turn Around Timelines. Our service parameters and their respective benchmarks are as follows:

A. Issuance of Policies		
1.	Policy for Motor, Individual Health, Personal Accident and Other Retail Lines of Insurance	Within 3 working days of acceptance of policy proposal.
2.	Policy for Fire, Marine, Engineering and Other Commercial Lines of Insurance	Within 7 working days of acceptance/ completion of policy proposal.
B. Claims under Policies		
3.	Appointment of Surveyor (if applicable) for assessment of loss in Motor Own Damage Claim	<ul style="list-style-type: none">- Claims intimated on working days (Monday to Friday) Before 4PM – Same day After 4PM – By 12 Noon next day- Claims intimated on Saturday before 12 Noon – Same day- Claims intimated other than above – By 12 Noon of next working day
4.	Appointment of Surveyor (if applicable) for assessment of loss in claims other than Motor Own Damage	By next working day
5.	Decision on approval of cashless to hospital	Within 4 hours of request with relevant details
6.	Decision on settlement of Motor, Individual Health, Personal Accident and Other Retail Lines of Claims up to Rs. 100,000/-	Within 7 working days after receipt of surveyors report and/or requisite documents
7.	Decision on settlement of Fire, Marine, Engineering and Other Commercial Lines of Claims up to Rs. 25,00,000/-	Within 14 working days after receipt of surveyors report and/or requisite documents
8.	Payment of claims mentioned in 6 and 7 above after approval	Within 3 working days of approval or receipt of discharge voucher

		whichever is later
9.	Intimation of rejection/repudiation of claim	Within 7 working days of the decision