

TURN AROUND TIME

Timelines for various servicing request and claims processing are as mentioned below

| Policy Servicing | Maximum TAT |
|---|---|
| All Client Level Changes | 7 Days |
| Nomination | 7 Days |
| Policy Assignment | 7 Days |
| Issuance of Duplicate Policy Document | 7 Days |
| Reinstatement of Policy | 7 Days |
| Premium Frequency/Mode Change | 7 Days |
| Fund Switch/Premium Redirection/Top Up | 7 Days |
| Premium Receipt/Unit Statement/Tax Statement | 7 Days |
| All Policy Level Alterations/Updation | 7 Days |
| Full Surrender/Partial Withdrawal | 7 Days |
| Freelook Cancellation | 7 Days |
| Loan Processing/Repayment | 7 Days |
| Other Payout Request | 7 Days |
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| Grievance Redressal TAT | |
| Acknowledge a Grievance | Immediate |
| Resolution of Grievance | 14 Days |
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| Maturity/Survival/Death Claims | |
| Processing of Individual Maturity claim / Survival Benefit /Annuity pay out | T+2 days (working days) from receipt of last necessary document |
| Raising claim requirements after lodging the Death claim | 15 Days |
| Death claim decision without investigation requirement | 30 Days |
| Death claim decision with Investigation requirement | 120 Days |
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| Proposal Deposit Refund | |
| Request for Refund of Proposal Deposit | 15 Days |
| Refund of outstanding Proposal Deposit | 15 Days |

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