

TURN AROUND TIME

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

Policy Servicing	Maximum TAT
All Client Level Changes	10 Days
Nomination	10 Days
Policy Assignment	10 Days
Issuance of Duplicate Policy Document	10 Days
Reinstatement of Policy	10 Days
Premium Frequency/Mode Change	10 Days
Fund Switch/Premium Redirection/Top Up	10 Days
Premium Receipt/Unit Statement/Tax Statement	10 Days
All Policy Level Alterations/Updation	10 Days
Full Surrender/Partial Withdrawal	15 Days
Freelook Cancellation	7 Days
Loan Processing/Repayment	15 Days
Other Payout Request	15 Days
Grievance Redressal TAT	
Acknowledge a Grievance	3 Days
Resolution of Grievance	15 Days
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
Proposal Deposit Refund	
Request for Refund of Proposal Deposit	15 Days
Refund of outstanding Proposal Deposit	15 Days

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