



## TURN AROUND TIME

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

Policy Servicing	Maximum TAT
Policy Assignment	7 days
Policy Alterations (Contact details, Name correction, Nomination, Gender, DOB etc.)	7 days
Fund Switch	7 days
Premium Redirection	7 days
Re-issuance of Policy Document	7 days
Full Surrender	7 days
Partial Withdrawal	7 days
Surrender Reversal	7 days
Freelook Cancellation	7 days
<b>Grievance Redressal</b>	
Acknowledge a Grievance	3 days
Resolution of Grievance	Preferably 15 days not later than 30 days
<b>Maturity/Death Claim</b>	
Processing of Maturity claim	Maturity date
Raising claim requirements after lodging the Death claim	15 days
Death claim decision without investigation requirement	15 days
Death claim decision with Investigation requirement	45 days
<b>Proposal Deposit Refund</b>	
Request for Refund of Proposal Deposit	15 days
Refund of outstanding Proposal Deposit	30 days

Internal

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