

GRIEVANCE REDRESSAL

I. GRIEVANCE WITH RESPECT TO TOPSPOT'S SERVICE

If the client has a grievance with respect to Topspot Insurance Broking Pvt. Ltd.'s (insurancepe) service that they wish to redress, they may contact the company with the details of their grievance through any of the following channel:

◇ **Step 1: Channel for communication**

E-mail: contact@insurancepe.com or

Visit us at or send us a letter addressed to:

The Principal Officer
Topspot Insurance Broking Private Limited
17th floor, Babu Khan Estate Fateh Maidan, Basheer Bagh,
Hyderabad-500 001, Telangana, India

Or

Customer Care: 89779 18030 from 9.00 AM to 6.00 PM Monday to Saturday excluding second Saturdays and public holidays.

◇ **Step 2: Process for addressing the queries**

- All grievances will be given acknowledgment receipt within 24 working hours of the receipt of complaint.
- All couriers or postal mail will be answered within 14 days from the date of receipt.
- All grievances from walk in customers will be acknowledged immediately and a log book shall be maintained in this regard.
- Based on the type of grievance, the company shall make all efforts to resolve the same within 14 working days from the date of receipt of complaint.
- Once the complaint is resolved a closure mail shall be sent to the customer with a request of rating the same.

If the decision/resolution provided by the Principal Officer is not acceptable, the complaint may be escalated as per the process specified by the Insurance Regulatory Development Authority of India (IRDAI) at the following link: <https://www.policyholder.gov.in/report.aspx#>

II. GRIEVANCE WITH RESPECT TO AN INSURANCE CLAIM OR AN INSURANCE COMPANY

If a policyholder has a grievance with respect to an insurance claim - either due to repudiation of claims or in respect of the amount of claim, the policyholder has the following options available:

1. Complaint may be filed with the Insurer
2. Use the Integrated Grievance management System (IGMS)
3. File a Complaint with Ombudsman
4. File a legal case under Consumer protection Act 1986

Topspot Insurance Broking Private Limited (commercially known as 'insurancepe') will assist the client in taking up any of these grievance redressal options.

III. HOW TO FILE A COMPLAINT AT DIFFERENT LEVELS

◇ Complaint may be filed with the Insurer:

- Approach the Grievance Redressal Officer of its branch or any other office that you deal with.
- Give your complaint in writing along with the necessary support documents
- Take a written acknowledgement of your complaint with the date.
- The insurance company should deal with your complaint within 15 days.
- If that does not happen or if you are unhappy with their solution you can:
Approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDA: Call Toll Free Number **155255 (or) 1800 4254 732**
or
Send an e-mail to complaints@irda.gov.in

◇ Integrated Grievance management System (IGMS)

Make use of the Integrated Grievance Management System

1. Register and monitor your complaint at <https://igms.irda.gov.in/> or complaint form may also be sent to IRDAI at Hyderabad
2. TAT for resolving the complaints is 3 days to 6 months in life insurance and 3 days to 30 days in General Insurance.

◇ File a Complaint with Ombudsman

Any individual (not any business entity) with claim amount not exceeding Rs 30 lakhs including interest may file a complaint in the prescribed form with an Insurance Ombudsman in the respective State of the Policyholder. The decision of the Insurance Ombudsman is binding on the Insurer. There is no fee to file a complaint application. The time limit of decision is 30 days from the date of filing the complaint. The legal Advisor is not permitted to be present at the time of hearing.

◇ File a legal case under Consumer protection Act 1986:

Any Individual or Business Entity can file a complaint with the following consumer courts:

1. District Forum if the premium amount, in a particular policy, is not more than Rs 100 lakhs
2. State Commission if the premium amount, in a particular policy, is more than 100 lakhs but not more than 1,000 lakhs
3. National Commission, if the premium amount, in a particular policy, is more than Rs 1,000 lakhs.
4. Though there is no Stamp duty to file a complaint but nominal amount of Court fees is to be deposited while filing a complaint.

The appeal can be filed with the State Commission for the decision of the District forum and National Commission for the decision of the State Commission. The appeal against the decision of the National Commission lies with the Hon'ble Supreme Court.