

## Service TAT

Services	Turn Around Time
<ul style="list-style-type: none"> <li>Decision on Proposal (from the date of receipt of the proposal or receipt of additional documents, whichever is later)</li> <li>Processing of Insurance Proposal and seeking further requirements for consideration of the proposal</li> </ul>	
<ul style="list-style-type: none"> <li>Furnishing a copy of the policy along with the proposal form to the policyholder from the date of acceptance of a proposal</li> </ul>	
<ul style="list-style-type: none"> <li>Policy Service Requests (financial/ non-financial) including               <ul style="list-style-type: none"> <li>Issue of Duplicate Policy</li> <li>Free Look Cancellation &amp; Refund (From the date of receipt of request or the last necessary document)</li> <li>Surrender/ partial withdrawal (From the date of receipt of request or the last necessary document)</li> </ul> </li> </ul>	  
<ul style="list-style-type: none"> <li>Benefit payouts:               <ul style="list-style-type: none"> <li>Maturity Benefit/ Survival Benefits/ Annuity/ Pension payouts</li> </ul> </li> </ul>	
<ul style="list-style-type: none"> <li>Death claims which do not entrust for investigation shall be processed</li> </ul>	
<ul style="list-style-type: none"> <li>Death claims which entrust for investigation shall be processed</li> </ul>	
<ul style="list-style-type: none"> <li>Grievance               <ul style="list-style-type: none"> <li>Written acknowledgement of grievance/ service request</li> <li>Action on Complaint &amp; Intimation of Decision to the complainant</li> <li>If complaint is NOT resolved by the Insurer, communicate the details to the Policyholder of options including referring the complainant to Insurance Ombudsman/ Consumer Court (from original date of receipt of complaint)</li> </ul> </li> </ul>	  

The policyholder may approach the Insurance Ombudsman if his / her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.

### Bajaj Life Insurance Ltd. (Formerly known as Bajaj Allianz Life Insurance Company Limited)

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