

**POLICY FOR PROTECTION OF POLICYHOLDERS' INTERESTS AND
GRIEVANCE REDRESSAL POLICY**

January 2022

Version 1.3

Objective:

Reliance General Insurance Company Limited (hereinafter referred to as the “Company”) with the intent of protecting the interests of policyholders has put the following guidelines in place. This policy shall duly be approved by the board and will henceforth be referred to as the “Policy for Protection of Policyholders’ Interests”.

Scope: This policy will cover and list the following aspects -

1. Steps towards spread of awareness regarding Insurance among policyholders
2. Listing the turnaround time for key services
3. Grievance Redressal Procedure for speedy resolution of complaints
4. Steps taken to prevent mis-selling and unfair business practices
5. Steps to ensure that at all prospects are made aware and there is no mis-statement of policy benefits and product features at the time of solicitation and sale.

1. Enhancing Insurance Awareness:

Insurance literacy plays a key role in ensuring that the consumers are aware of the need for having insurance and buying the right kind of product suited for them.

At this backdrop, the following steps are being taken by the Company to continuously enhance insurance awareness so as to educate prospects and policyholders about insurance products, benefits and their rights and responsibilities:

- I. Emphasizing on National awareness by:
 - Reaching out to financially excluded persons and rural markets
 - Exploring avenues like community videos on rural insurance, product features and displays in regional languages etc.
- II. Communication on key awareness topics and must know facts through
 - E-mailers
 - Intimations through the Company website
 - Display through posters and standees in Branches
 - Effective use of social and digital media
- III. Conducting mass-media communication and campaigns regarding rights and duties of the policyholders.

2. Service Parameters including Turnaround times for various services rendered by the Company:

Given below is the list of services and the maximum turnaround time (TAT) which the Company would take to respond to those service requests as prescribed by IRDAI (Protection of Policyholders' Interests) Regulations, 2017:

Sr. No.	Service Description	Turnaround Time
1.	Processing of Proposal and Communication of decisions including requirements/issue of Policy /Cancellations	15 days
2.	Furnishing a copy of the proposal to the insured from date of acceptance of a proposal	30 days
3.	Proposal deposit refunds (if any) to a prospect	10 days
4.	Surveyor Report submission	30 days
5.	Surveyor report submission in case of claims made in respect of commercial and large risks	90 days
6.	Settlement of a claim after the receipt of final/additional survey report and/or the last relevant and necessary document as the case may be	30 days
7.	Acknowledge a grievance	3 days
8.	Resolve a grievance	15 days

3. Grievance Redressal Policy:

“Complaint” or “Grievance” means written expression (includes communication in the form of electronic mail or other electronic scripts), of dissatisfaction by a complainant with insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities about an action or lack of action about the standard of service or deficiency of service of such insurer, distribution channels, intermediaries, insurance intermediaries or other regulated entities. However, it is to be noted that an inquiry or request would not fall within the definition of the “complaint” or “grievance”.

The internal mechanism followed by the Company to resolve complaints and grievances of policyholders and claimants efficiently is listed below:

i) **Customer Service Module- Customers can use the following avenues to report complaints/grievances to the Company:**

- By calling toll free number (1800 3009)
- Writing an email to rgicl.services@relianceada.com
- Raising concerns by creating service request on our website
- Online chat facility available on our website
- Write to correspondence unit on the below mentioned address:
Reliance General Insurance, Correspondence Unit, 2nd & 3rd Floor,
Winway Building, 11/12, Block No-4, Old No-67, South Tukoganj, Near
Madhumilan Square, Indore, Madhya Pradesh, India – 452001.)

ii) **Customer Relationship Management (CRM) module:**

The Company registers and resolves grievances of the policyholders with the help of a robust Customer Relationship Management (CRM) system. The gaps (if any) between the centralized unit and decentralized team at branch(s) is bridged by the CRM. The CRM offers real time flow of data from one contact point to another, ensuring standardization in responses to customer for their Requests, Complaints and grievances, the CRM tools enables case referral to business unit as well as Escalation of cases via email and SMS to heighten customer concern and To adhere to prescribed TATs.

iii) **Grievance Officers:**

Mr. Prasun Pratik, Chief Compliance Officer shall be the designated Grievance Redressal Officer (GRO) at the corporate office. The GRO at the corporate office will be the contact person for the Authority and every other office of the Company shall also have a designated Grievance Officer who shall be head of that office.

iv) **Short description of the mechanism to redress customer grievances by the Company:**

- Customer concerns from all sources (phone, email, IRDAI, etc.) entered in CRM for tracking and enabling systematic resolution
- tagging and auto assignment to queue owners / business owners
- reminders and escalation for case approaching TAT or violation of TAT
- Resolution's/SMS's to customers wherein mobile numbers are available
- Closure / Feedback from customer on 20% of resolved cases - monitoring mechanism

- Automated system having capability of seamless integration in line with Integrated Grievance Management System (IGMS) put in place by IRDAI.

v) **Short description of the procedures adopted by the Company to deal with customer complaints expeditiously:**

- Stepwise Grievance Redressal Mechanism published on the website of the Company.
- Toll free / Helpline no. published on the website, policy schedule and marketing collaterals for easy accessibility in case of complaints.
- Complaints part of CEO dashboard and reviewed each month by the Quality Steering Committee.

Customer and Intermediaries are made participants to control complaints via Outcall to Customer / IMD, using feedback and concerns as a base for system / process improvement.

vi) **Turnaround Time:**

- A written acknowledgement to be sent to the complainant within 3 working days of the receipt of the grievance.
- The acknowledgement shall contain the name and designation of the officer who will deal with the grievance.
- It shall also contain the details of the grievance redressal procedure and the time required for resolution of disputes.
- Where the complaint is resolved within 3 days, the same to be communicated along with the acknowledgement.
- Where the grievance is not resolved within 3 working days, the grievance shall be resolved within 2 weeks of its receipt and final letter of resolution to be sent.
- Where, within 2 weeks, the Company sends the complainant a written response which offers redress or rejects the complaint and gives reasons for doing so,
- the complainant shall be informed about how he/she may pursue the complaint, if dissatisfied.

- the complainant shall be informed that the complaint will be regarded as closed if it does not receive a reply within 8 weeks from the date of receipt of response by the complainant.
- The Company shall at all times endeavour to resolve the complaints/grievances as per the 'TAT' schedule provided by IRDA

vii) Closure of grievance:

A complaint shall be considered as disposed of and closed when:

- (a) the company has acceded to the request of the complainant fully.
- (b) where the complainant has indicated in writing, acceptance of the response of the company.
- (c) where the complainant has not responded to the company within 8 weeks of the company's written response.
- (d) where the Grievance Redressal Officer has certified that the company has discharged its contractual, statutory and regulatory obligations and therefore closes the complaint.

The Company shall at all times scrupulously follow the Grievance Redressal Procedure as outlined in the Insurance Regulatory and Development Authority of India (Protection of Policyholders' Interests) Regulations, 2017.

Grievance Mechanism

Our customer may reach us at our respective branch or call us at 1800 3009 or may write an email at rgicl.services@relianceada.com.

In case the insured is not satisfied with the response of the office, insured may contact the Nodal Grievance Officer of the Company at rgicl.grievances@relianceada.com.

In the event of unsatisfactory response from the Nodal Grievance Officer, insured may email to Head Grievance Officer at rgicl.headgrievances@relianceada.com.

In the event of unsatisfactory response from the Head Grievance Officer, he/she may, subject to vested jurisdiction, approach the Insurance Ombudsman for the redressal of grievance.

Details of Insurance Ombudsman are available at IRDAI website www.irda.gov.in and our company website www.reliancegeneral.co.in.

4. Prevention of mis-selling and unfair business practices:

The Company shall take the following steps to prevent mis-selling and unfair business practices at the point of sale and service:

- The Company shall encourage all its intermediaries to be honest, transparent and make full disclosures about the policy at the point of sale
- Ensure that the intermediaries follow the code of conduct prescribed by IRDAI and that they play fair and not offer different rates, advantages, terms and conditions other than those offered by the Company
- Grievance Cell made available to evaluate customer grievances pertaining to mis-selling
- In cases where mis-selling is proved, it is ensured that an immediate refund is processed to the customer and relevant feedback is shared with the concerned sales manager(s) and branch manager(s) for preventive actions.

5. Prevention of mis-stating/ mis-representing the benefits of the product being sold vis-a-vis the product features attached thereto:

It shall be the endeavour of the Company to ensure that that during policy solicitation and sale stages (whether directly or through insurance intermediary), the prospects are fully informed and made aware of the benefits of the product being sold vis-a-vis the product features attached thereto and the terms and conditions of the product so that the benefits of the product are not mis-stated / mis-represented. This shall be achieved by following the below mentioned steps:

- Ensure transparency while informing the prospects about the terms and conditions of the product/ benefits of the product being sold vis-à- vis the product features
- Ensure transparency while disclosing the restrictions/ conditions of all aspects of benefits that are material to entail that the advice is proper and complete at all stages - pre-sale, sale and post-sale
- Ensure that the prospect is not forced to buy a policy
- Ensure that insurance intermediaries treat the prospect with due fairness and through all their dealings, acknowledge that the prospect has a right to service of the proper kind.

The Company shall thus make every attempt to ensure the protection of policyholders' interests.
