



## Policyholder Servicing Turnaround Times as per IRDA

Service	Maximum Turn Around Time
<b>General</b>	
Processing of Proposal and Communication of decisions including requirements/issue of Policy/Cancellations	15 days
Obtaining copy of the proposal	30 days
Post Policy issue service requests concerning mistakes/refund of proposal deposit and also Non-Claim related service request	10 days
<b>General Insurance</b>	
Survey report submission	30 days
Insurer seeking addendum report	15 days
Settlement/rejection of Claim after receiving first/addendum survey report	30 days
<b>Grievances</b>	
Acknowledge a grievance	3 days
Resolve a grievance	15 days