



Registered Office
Liberty General Insurance Ltd.
10th Floor, Tower A, Peninsula Business Park
Ganpatrao Kadam Marg, Lower Parel, Mumbai-400013

TURN AROUND TIMELINES FOR SERVICING THE POLICY HOLDERS

MAX. TURN AROUND TIMELINE

POLICY

- PROCESSING OF PROPOSAL AND COMMUNICATION OF DECISIONS INCLUDING REQUIREMENTS / ISSUE OF POLICY / CANCELLATIONS 15 DAYS
- COPY OF THE PROPOSAL WILL BE GIVEN 30 DAYS
- POST POLICY ISSUE SERVICE REQUESTS CONCERNING MISTAKES / REFUND OF PROPOSAL DEPOSIT AND ALSO NON-CLAIM RELATED SERVICE REQUESTS 10 DAYS

CLAIMS

- SURVEY REPORT SUBMISSION 30 DAYS
- INSURER SEEKING ADDENDUM REPORT 15 DAYS
- SETTLEMENT / REJECTION OF CLAIM AFTER RECEIVING FIRST ADDENDUM SURVEY REPORT 30 DAYS

GRIEVANCE REDRESSAL

- ACKNOWLEDGE A GRIEVANCE 3 DAYS
- RESOLVE GRIEVANCE 15 DAYS