

## Service Parameters and turnaround times

Key Service TATs:

Sr no	Activity	Service Delivery TAT
<b>Issuance Of Policy</b>		
1	Issuance of policies	Within 15 working days from the day all requisite documents and sufficient premium is received by the Company
<b>Post Policy Issuance</b>		
2	Issuance of endorsement for any changes in the policy as requested by insured	Within 10 days from the day all requisite documents and sufficient premium is received by the Company
3	Cancellation/ Refund request received from the insured	Within 10 days from the day all requisite documents are received by the Company
<b>Claims</b>		
1	Insurer's Response to a loss notification : Registration of Claim and providing unique Claim Number	Immediate, in any case within 24 hours of FNOL
2	Appointment of surveyor where required	Immediate, in any case within 72 hours of FNOL
3	Offer of Settlement / Intimation of Repudiation of Claim	Immediate, in any case within 7 days of, but in any case within 30 days of, receipt of Survey Report/ receipt of Last Necessary Document from Insured