

### **Service Parameters and turnaround times**

Meeting and Exceeding Customer Expectations is one of the key focus area of the Company. This will be delivered through improved Service delivery of all customer related transactions. The key service parameters and their respective turnaround times are enclosed below.

Key Service TATs:

Sr no	Activity	Service Delivery TAT
Issuance Of Policy		
1	Issuance of policies	Within 15 working days from the day all requisite documents and sufficient premium is received by the Company
Post Policy Issuance		
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
Claims		
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	Within 7 days of, but in any case within 30 days of, receipt of Survey Report/ receipt of Last Necessary Document from Insured