

TATA AIG GENERAL INSURANCE COMPANY LIMITED

Registered Office: Peninsula Business Park, Tower A,
15th Floor, G.K. Marg, Lower Parel, Mumbai – 400 013.
Website: www.tataaig.com
IRDA of India Registration No.: 108
CIN: U85110MH2000PLC128425



Complaint Handling and Grievance Redressal for policies issued through IFSC only.

The Company is committed to extend the best possible services to its customers. However, if you are not satisfied with our services, please feel free to email the Complaint Redressal Officer (CRO) at head.customerservices@tataaig.com. After investigating the matter internally and subsequent closure, we will send our response within a period of 15 days from the date of receipt of the complaint by the Company. In case the resolution is likely to take longer time, we will inform you of the same through an interim reply.

If the resolution still does not meet your expectations, you may file an appeal before the Complaint Redressal Appellate Officer (CRAO) by sending email to gro@tataaig.com. After investigating the matter internally, we will send our response within a period of 30 days from the date of receipt at this email address.

Request you to ensure following the escalation matrix as mentioned above for timely resolution of your complaint.

Incase you are not further satisfied with the response received from the Complaint Redressal Appellate Officer, you may file a complaint with IFSCA on grievance-redressal@ifsca.gov.in, preferably within 21 days from the receipt of the decision.

CRO : Ms. Sudarshee Khandelwal
Email : head.customerservices@tataaig.com

CRAO : Ms. Malpadevi Maharana
Email : gro@tataaig.com

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24*7 Customer Support No.: 022 6489 8282