Service parameters including turnaround time

Service	Maximum Turnaround Time
Decision of proposals and communication of decisions including requirements / Issuance of Policy	Within 7 days from the receipt of the proposal or any requirements called for
Furnishing a copy of the policy proposal to the policyholder	Within 15 days of acceptance of a proposal
Post Policy Service Requests concerning mistakes / corrections in the policy document and other policy requests	Within 7 days from date of receipt of last necessary document
Premium Due Intimation and Policy payments information (Survival Benefits, Maturity Benefits, etc.)	One month before due date
Refund of Proposal deposit	Within 7 days from the date of underwriting decision on the proposal
Free look refund	Within 7 days from date of request or last necessary document
Request for 1. Surrender 2. Partial Withdrawal	Within 7 days from date of request or last necessary document
Processing of: 1. Maturity Claim 2. Survival benefit 3. Annuities	On due date
Death Claims	
Decision of Death Claims for which further investigation is not required	Within 15 days from the date of intimation of claim
Decision of Death Claims for which investigation is required	Within 45 days from the date of intimation of claim
Health Claims	
Initial approval for cashless claim	One hour from receipt of request
Final approval for cashless claim	Three hours from receipt of discharge authorization request from the hospital
Decision of Claims (other than cashless)	15 days from the submission of claim
Grievance Redressal (from date of registration of the grievance)	

Acknowledge a grievance	Immediately
Resolve a grievance	Within two weeks
Closure of the grievance	A complaint shall be considered as disposed of and closed when Request of the complainant has been fully acceded or, Where the complainant has indicated in writing, acceptance of the response of the Company or, Where the complainant has not responded to the Company within eight weeks from date of registration of the grievance