

“RATNAAFIN INSURANCE BROKING PRIVATE LIMITED (RIBPL)”

GRIEVANCE REDRESSAL MECHANISM

Insurance products come with lot of caveats which must be explained to prospective customers so that customer takes informed decision and does not face any hurdles at the time of taking benefits out of his/her insurance policy. RIBPL ensures timely and prompt redressal of the grievances and disputes of its clients. RIBPL adopts grievance redressal mechanism to address the concerns raised by the policyholders relating to their insurance policies and to ensure that the redressal provided is just and fair and is permissible within the given framework of the rules and regulations of Insurance Regulatory Development Authority of India (IRDAI). All the personnel across RIBPL who directly or indirectly deals with customers will be provided training to handle insurance related complaints and shall be made aware about the complaints/ grievance handling process.

The nature of complaints may be bifurcated as mentioned below for better control & redressal mechanism:

- 1) Delay in issuance of quotes;
 - 2) Delay in policy/endorsement issuance;
 - 3) Delay in registration of claims and deputation of surveyors;
 - 4) Delay in settlement of claims;
 - 5) Repudiation of claims / under payment of claims;
 - 6) Mis-selling of Insurance Products;
 - 7) Others.
- All complaints will be recorded in the complaints system/register and due acknowledgement will be issued to customers with unique reference number for tracking of complaint.
 - The complaints of the customers will be duly reviewed and if required, investigated suitably and adequately.



Ratnaafin Insurance Broking Private Limited

📍 203-204-205, Shilp Aperia, Near Landmark Hotel, Iscon-Ambli Road, Bodakdev, Ahmedabad - 380052, Gujarat, India
CIN U66000GJ2019PTC110264 | IRDAI COR No.724 | Broker Code: IRDA/DB 804/19 | Valid Till 05/07/2023
Category: Direct (Life & General) | A member of IBAI | GST No. 24AAJCR8543B1ZG

☎ +91 9512011222

✉ info.insurance@ratnaafin.com

🌐 www.ratnaafin.com

- Customer will be duly responded with review or investigation findings within prescribed regulatory timelines along with information regarding escalation matrix, in case customer is not satisfied with the response of the Company.
- As and when required, a complaint will be dealt at the appropriate senior level of RIBPL for timely and proper resolution.

PROCESS:

The process followed for addressing grievance shall be:

In case if a person has any query / grievance / complaint about any services

Step I

He/she may:

Write to: The Grievance Officer,
Ratnaafin Insurance Broking Private Limited,
203, 204, 205, Shilp Aperia, Nr. Landmark Hotel, Iscon- Ambali Road,
Bodakdev, Ahmedabad - 380052, Gujarat, India.

Email at: grievance.ribpl@ratnaafin.com

He/ She may even approach the company's branch from where they have obtained their Insurance Policy copy.

Step II

The grievance request will be acknowledged within 2 working days of its receipt.

- RIBPL shall exercise all efforts to address it including intimation to the respective insurance company for a quick redressal.
- He/ She will be duly responded with resolution within 07 (seven) working days along with contact information of respective insurance company(s).

If the resolution received by the customer does not meet the expectation or has not received any response within 10 working days from the date of raising the compliant, he/she may escalate the compliant to the Principal officer – Ms.



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Manisha Patel at po_ratnaafin@ratnaafin.com and the Principal Officer shall also escalate the grievance and follow up with the insurer company for providing speedy resolution.

Step III

In-case the customer is not satisfied with the resolution provided by the insurer or RIBPL, at any point of time he/she may approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI through use of IRDA's online portal, Integrated Grievance Management System (IGMS) by logging into <http://www.policyholder.gov.in/report.aspx#> or

Call Toll Free Number 155255 (or) 1800 4254 732 or
Send an Email to Complaints@irdai.gov.in

Use Complaint Registration Form available on below mentioned link:

<https://www.policyholder.gov.in/uploads/CEDocuments/complaintform.pdf>

and send the same to Insurance Regulatory and Development Authority of India (IRDAI) along with any letter or enclosures, if felt necessary, by post or courier to:

General Manager, Consumer Affairs Department- Grievance Redressal Cell,
Insurance Regulatory and Development Authority of India (IRDAI), Sy. No.
115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad-500032

In case of no reply from the Complainant, within 2 weeks from the date of any clarification was provided, the Company shall treat the grievance/complaint as closed.



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