

Turnaround times (TAT) prescribed under the Protection of Policyholders' Interests Regulations 2017 issued by Insurance Regulatory and Development Authority of India

SI	Service	Maximum Processing TAT <i>in working days</i>
<b>New Business</b>		
1	Decision of proposals and communication of decisions including requirements/ Issuance of Policy from receipt of proposal or any requirement called for whichever is later	15 days
2	Furnishing a copy of the policy proposal to the policyholder after acceptance of the proposal	30 days
3	Post policy issuance service requests regarding errors in the policy document	10 days
4	Refund of Excess Proposal deposit after issuance	15 days
<b>Policy Servicing requests not involving a payout</b>		
5	Decision on request for Revival and communication of decision including requirements	15 days
6	Change in Date of Birth or Age	15 days
7	Change of address and/or contact details Change of Nomination Assignment of Policy Issuance of duplicate policy document Change in Premium Frequency Change in policy details ( <i>Cover/ premium / rider</i> )	10 days
<b>Policy Servicing requests for a payout</b>		
8	Surrender Partial Withdrawal Free Look Cancellation Policy Deposit Refund Cover Cancellation Refund of premium deposit	15 days

SI	Service		Maximum Processing TAT <i>in working days</i>
Claim Payouts			
Death & Health Claims			
9	Raising of requirements after receipt of claim intimation		15 days
10	Where further investigation is Not required		30 days from the date of receipt of last necessary document
11	Where further Investigation is required	Death Claims	<b>Investigation</b> to be completed within 90 days from the date of receipt of claim intimation  <b>Claim settlement</b> to be done within 30 days from the date of receipt of the investigation report.
		Health Claims	<b>Investigation</b> to be completed within 30 days from the date of receipt of claim intimation  <b>Claim settlement</b> to be done within 45 days from the date of receipt of the investigation report.
Living Benefits			
12	Refunds due to Termination of Lapsed policies		On or before the due date if all necessary documents are received  Else, 5 days from receipt of last necessary document
13	Survival Benefits		
14	Maturity Benefits		
15	Annuity payouts		
Grievance Redressal			
16	Acknowledge a grievance		3 days
17	Resolution of the grievance		15 calendar days