



FUTURE GENERALI INDIA

Insurance Company Limited

Grievance Redressal Guidelines

Our Motto → "Customer Devo Bhava"





Dear Customer,

At **Future Generali** we are committed to provide "**Exceptional Customer-Experience**" that you remember and return to fondly. We encourage you to read your policy & schedule carefully. We want to make sure the plan is working for you and welcome your feedback.

What Constitutes a Grievance?

A "Grievance/Complaint" is defined as any communication that expresses dissatisfaction about an action or lack of action, about the standard service/deficiency of service from Future Generali or its intermediary or asks for remedial action.

If you have a complaint or grievance you may reach us through the following avenues:


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|  24x7 Help-lines: | MTNL/BSNL:1800-220-233, Others: 1860-500-3333 |
|  Email : | care@futuregenerali.in |
|  Website : | www.futuregenerali.in |
|  GRO at each Branch | Walk-in to any of our branches and request to meet the Grievance Redressal Officer (GRO) . |

What can I expect after logging a Grievance?

- We will acknowledge receipt of your concern within 3 - business days.
- Within 2 - weeks of receiving your grievance, we shall revert to you the final resolution.
- We shall regard the complaint as closed if we do not receive a reply within 8 weeks from the date of receipt of response.

What do I do, if I am unhappy with the Resolution?

- You can write directly to our **Customer Service Cell at our Head Office:**

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|  | <p>Customer Service Cell, Future Generali India Insurance company Ltd. Corporate Office: 001, Delta Plaza, 414 Veer Savarkar Marg, Prabhadevi, Mumbai – 400 025</p> <p>Please send in your complain in writing. You can use the complaint form, annexed with your policy. Kindly quote your policy number in all communication with us. This will help us to deal with the matter faster."</p> |
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How do I Escalate?

While we constantly endeavor to promptly register, acknowledge & resolve your grievance, if you feel that you are experiencing difficulty in registering your complaint, you may register your complaint through the **IRDA (Insurance Regulatory and Development Authority)**.

- **CALL CENTER:** TOLL FREE NUMBER (155255).
- **REGISTER YOUR COMPLAIN ONLINE AT:** <http://www.igms.irda.gov.in/>

Insurance Ombudsman:

If you are still dissatisfied with the resolution to the complaint as provided by our **GRO**, you may approach the Insurance Ombudsman for a review. The Insurance Ombudsman is an organization that addresses grievances that are not settled to your satisfaction. The list of Insurance Ombudsmen offices is posted on the website below:

http://www.irdaindia.org/ombudsmen/ombudsmenlist_new.htm