



Grievance Redressal Guidelines

**Our Motto → "Surpassing Expectations, Creating Benchmarks
One Passion, One Mission- Service Excellence"**





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:

	Help-lines:	1800-220-233, 1860-500-3333, 022-67837800
	Email :	fgcare@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.

How do I Escalate?

	<p>Customer Service Cell, Future Generali India Insurance company Ltd. Corporate Office: Indiabulls Finance Centre, Tower 3, 6th Floor, Senapati Bapat Marg, Elphinstone (W), Mumbai – 400 013.</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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- You can write directly to our **Customer Service Cell at our Head Office:**

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

If you are still dissatisfied with the resolution provided, you may opt to approach the office of Insurance Ombudsman, provided the same is under their purview. The guidelines for taking up a complaint with the Insurance Ombudsman, along with their addresses are available on the consumer education website of the IRDA.

<http://www.policyholder.gov.in/Ombudsman.aspx>

What should I do, if I face difficulty in registering a grievance?

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/>