



GRIEVANCE REDRESSAL PROCEDURE

Canara HSBC Life Insurance - Grievance Redressal

Canara HSBC Life Insurance Company Limited ('**The Company**') shall establish an effective framework to ensure company's obligations in respect of protection of policyholder interests under the regulations are met and to provide prompt resolution of customers' requests

Objective

The objective of the policy is:

- a. To ensure that interests of policyholders are protected.
- b. All Customers are always treated fairly
- c. Customers are made aware of their rights to enable them to opt for alternative remedies, in the event of their being dis-satisfied with the Company's response or resolution to the complaint
- d. An effective grievance management framework implemented within the Company for effective redressal of grievances, obtaining feedback from Policyholders and periodically reviewing its policies and procedures.
- e. Redressal will be determined based on the circumstantial evidence provided by the customer and the evidence available with the Company, in order to reach an unbiased decision that considers the interests of all customers and stakeholders.
- f. The redressal aims to provide timely resolution to all customers through a detailed root cause analysis and in turn, ensure customer retention and satisfaction

Grievance Redressal Framework

"Complaint" or "Grievance" means written expression (includes communication in the form of electronic mail or voice based electronic scripts) of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy or related services by insurer and /or by distribution channel.

Explanation: An inquiry or service request would not fall within the definition of the "complaint" or "grievance".

The Grievance Redressal team would be responsible to ensure that the redressal provided is fair & timely within the laid out framework of rules, regulations & internal policies

How to file grievance:

We offer multiple ways for you to file grievance:

- a. **Online:** You can visit the www.canarahsbclife.in and submit your grievance
- b. **Email:** You can send your grievance to cru@canarahsbclife.in
- c. **Call:** You may call toll-free number at 1800-891-0003/1800-103-0003 (toll free) Monday to Saturday 9:00 AM to 6 PM (IST)
- d. **NRI:** NRI customer can call at +91 8071262755
- e. **Post:** Send your grievance by post to any of the branch offices
- f. **Walkin:** You may visit our branches and submit your grievance. For the branch address please click [here](#)

Head Office address:

Grievance Redressal Unit
Canara HSBC Life Insurance Co. Ltd.
Head Office: 139 P Sector – 44, Gurugram – 122003, Haryana, India

What documents do I need to submit?

To expedite the grievance redressal process, please include the following documents with your grievance, if applicable:

- Any documents/communication records related to your grievance (emails, letters, etc.)
- Written requests or email from the registered email ID is mandatory

Grievance Redressal Process:

Canara HSBC Life Insurance will ensure that the following processes are followed:

- a. Upon receipt of Customer grievance, Company issues an acknowledgement letter/email to the customer immediately
- b. The acknowledgement sent to the customer will carry the details of the complaint number, the policy number and the Grievance Redressal department who will be handling the complaint of the customer
- c. All grievances received by Canara HSBC Life Insurance will be responded to with the final decision within the prescribed regulatory Turn Around Time (TAT) as prescribed under the IRDAI master circular on “Protection of Policyholders Interests, Operations and Allied Matters of Insurers”
- d. Customer will be informed of the decision on the registered email address or at registered address (in case of a non-registered email ID), alternatively customer can track the status from the website
- e. In the event of failure to comply with the aforesaid timelines, the customer shall be informed accordingly.
- f. If required, Canara HSBC Life will undertake grievance investigation by taking inputs from the customer over the telephone. (recorded)
- g. We reserve the right to record calls made to customers and produce the same as evidence in the event of a dispute/ litigation. There is no obligation with Canara HSBC Life Insurance to share these call recordings with the customers.
- h. In case the customer is not satisfied with the decision, the customer can approach any of the touch points mentioned in the document within 8 weeks of receipt of our communication to reopen the complaint. Post reviewing all the facts, suitable decisions will be provided to the customer as per Grievance redressal policy.

Closure/Disposal of Grievance

Grievances will be considered as closed if any of the below-mentioned scenarios are met:

- The company has acceded to the request of the complainant fully
- Complainant has indicated in writing acceptance of the decision of the insurer
- If no reply is received from the customer within 8 weeks of response, then the grievance will be disposed of as per the guidelines laid down by the Authority.
- Grievance Redressal Officer (highest level of escalation within the company) has certified that the Company has discharged its contractual, statutory and regulatory obligations

Escalation Matrix

The following is the escalation matrix in case there is no response to a grievance within the prescribed timelines

1st level of escalation: Senior Complaint Officer – Complaint Redressal Unit by writing at cru@canarahsbclife.in

2nd level of escalation (for response not received from Level 1): Grievance Redressal Officer

If you are not satisfied with the resolution, you have the right to escalate the grievance to GRO at gro@canarahsbclife.in.

Insurance Ombudsman:

In case you are not satisfied with the decision/resolution provided by the Company, you may approach the Insurance Ombudsman of your respective State for redressal of your grievance, post-completion of 30 days from the date of filing the complaint.

You have the option to submit online grievances through the Council for Insurance Ombudsmen (CIO) portal at www.cioins.co.in. For the name and address of the ombudsman of the competent jurisdiction of your respective state, kindly refer to our website www.canarahsbclife.com.

Bima Bharosa

There is also an option for the policyholder to register their grievance through the integrated grievance management portal called Bima Bharosa (<https://bimabharosa.irdai.gov.in/>) of IRDAI.

Grievance Redressal TAT

S. No	Service	Description of Item of Service	Regulatory Turnaround Time
1	Complaints	Acknowledgement to complainant	Immediately
2		Action on Complaint & Intimation of Decision to the complainant	14 days
3		If the complaint is NOT resolved by the Insurer, communicate the details to the Policyholder of options including referring to the complainant to Insurance Ombudsman / Consumer Court	14 days