

GRIEVANCE FUNCTION

The Company is well prepared to handle the complaints/grievances of insured, (if any), not only to adhere to the applicable requirements of the “Code of Corporate Governance for Insurer” (the code) but also for a deep association with them as their insurer and protector. By resolving their complaints/grievances effectively and efficiently within a short span of time, the Company also creates an everlasting bondage with them. Under the “Grievance Function”, complaints/grievances of the policyholders are received by the designated staff in writing or through the call center of the Company. The relevant staff subsequently resolves these complaints/grievances within the stipulated time and acts according to the requirements of the Code. In order to make “Grievance Function” more effective and efficient, “Claims Settlement Committee” comprising senior management, oversees its activities on a regular basis and provides guidance and assistance accordingly.