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1. Overview

The Objected of this policy is to ensure that

- All customers are always treated fairly
- All complaints, requests and queries received from customers are responded to with courtesy within defined timelines
- Customers are kept fully informed of avenues to escalate their Grievance within the broking organization

2. Applicability

- The policy is applicable to all branches and personnel working in branches and offices.
- The policy covers grievance complaints, requests and queries received from policyholder either directly ,or through insurers or any other legal entity, via electronic communication or person or through post
- The policy also includes Grievances received through consumer forums, civil courts, ombudsman's office, any judicial forum and advocates legal notices

3. Aspect of grievance redressal Policy

JKIBL provides following touch-points to customers to register their grievance:

- Branch
- Toll free number
- Emails /Webchat
- Post /Courier.

4. Who can register a grievance?

- Policy holder (insured)
- Nominee of the insured where nomination has been made in writing
- Proposer
- Insurer, if they have received the complaint directly from customer
- Legal representative of the insured

5. Time frame

- 2 days to acknowledge the receipt
- 14 days resolution to be provided

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6. Channels available for customers to report Grievance

- **Level 1**

In person visit at the Corporate Office or at below email IDs or post/ courier
Compliance Officer-payal.badhwar@jkbima.com
Website: https://www.jkbima.com
Address: A-21 Sector-5 Noida 201301

In case of non-acknowledgement or if not satisfied with the resolution it can be escalated to Level 2

- **Level 2-**

Principal Officer: anuraag@jkbima.com

In case of non-acknowledgement or if not satisfied with the resolution it can be escalated to Level 3

- **Level 3**

In case the customer is not satisfied with the resolution through above 2 channels then he/she has an option to refer the matter to the IRDAI @ https://www.irdai.gov.in/

If the customer's issue remains unresolved after approaching level 1/ level 2/level 3 or if the Insurer has not provided a resolution within 30 days or the customer is not satisfied with resolution provided by the insurer then the customer may choose to refer the matter to the insurance ombudsman's office or civil courts as the case maybe.

7. Grievance redressal mechanism & TAT

a) Entry in Grievance register by Compliance Officer of the Company with 2 days of receiving of Complaint.
b) Complaint will be put up to Principal Officer on the date of entry in register by Compliance Officer
c) Principal Officer will seek clarification from the relevant department
d) In case complaint is found to be well supported, Principal officer will try to seek redressal for the customer either internally or from the Insurance Company

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e) If the insurance company refuses, then the grounds of refusal will be communicated to the customer in writing
f) In case the complaint pertains to lack of deficiency of services by Broker then Principal Officer will direct the concerned department to rectify the same and will follow up till the matter is resolved.
g) Communicate the resolution to customer once the matter is resolved

8. Policy Review

The policy has been prepared by the Compliance Team and approved by the Whole-Time Director and is reviewed at regular intervals. The reviews shall consider internal factors such as changes in organizational structure or process.

9. Escalation Matrix

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

1 Level 1-Compliance Officer
2 Level 2- Principal Officer for response not received from Level 1

Kindly Note:

JKIBL office timings are 10:00 AM to 6:00 PM.
Branches are closed on 2nd and 4th Saturday and Sundays. National Holidays and State Specific Public Holidays
If the decision/resolution provided by the Principal Officer is not acceptable the complaint may be further escalated to Ombudsman and to IRDAI

10.Disciplinary Process

At JKBIL, we have established a disciplinary action policy to ensure a productive and respectful work environment. The following disciplinary measures may be implemented when employees fail to meet the expected standards of conduct and performance:

a) Counselling
b) Written warning
c) Salary deduction
d) Termination with notice

For detailed information regarding disciplinary action, please refer to Annexure A.

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