

Bajaj Allianz Life Grievance Redressal Mechanism
Compliance to the IRDA Circular No. 37/IRDA/GRM-Cir (L)/2009 dated February 11, 2009.

1. In case you have any query or complaint/grievance, you may approach the nearest branch. The local Branch Address is mentioned in the policy document.
2. In case you are not satisfied with the decision of the above office, or have not received any response within 10 days, accordingly you may contact the following official for resolution:

Mr Shyam Yadav,
Head – Grievance Management
3rd Floor, Bajaj Finserv, Survey No: 208/1-B
Behind Weik Field IT Park, Viman Nagar,
Pune – 411014
Tel. No: 1800- 233- 7272
Fax: (+91 20) 40111502
Email ID: customercare@bajajallianz.co.in

Mr Madhavan Sadagopan,
Head – Customer Experience & Grievance Redressal Officer
3rd Floor, Bajaj Finserv, Survey No: 208/1-B
Behind Weik Field IT Park, Viman Nagar,
Pune – 411014
Tel. No: 1800- 233- 7272
Fax: (+91 20) 40111502
Email ID: customercare@bajajallianz.co.in

3. In case you are not satisfied with the decision/resolution of the Company, you may approach the Insurance Ombudsman if your grievance pertains to:
 - Insurance claim that has been rejected or dispute of a claim on legal construction of the policy
 - Delay in settlement of claim
 - Dispute with regard to premium
 - Non-receipt of your insurance document
4. The complaint should be made in writing duly signed by the complainant or by his legal heirs with full details of the complaint and the contact information of complainant.
5. As per provision 13(3) of the Redressal of Public Grievances Rules 1998, the complaint to the Ombudsman can be made,
 - Only if the grievance has been rejected by the Grievance Redressal Machinery of the Insurer
 - Within a period of one year from the date of rejection by the insurer
 - If it is not simultaneously under any litigation.

Note: - The address of the nearest Ombudsman office is mentioned in the policy document for your reference or visit below link for nearest Ombudsman office address.

Find nearest Ombudsman office - http://www.policyholder.gov.in/Addresses_of_Ombudsmen.aspx#