

## **Narnolia Insurance Brokers Ltd.**

### **Client Grievance Redressal Mechanism**

1. The client may lodge the complaint either through phone or in writing. Both the complaints are accepted and recorded. We have dedicated e-mail id [ig@narnolia.com](mailto:ig@narnolia.com) wherein the client can lodge the complaint. The client is duly informed details where the client can lodge the complaint.
2. The Complaint is looked after at senior level directly by the Principal Officer of the Company.
3. The complaints which are directly lodged by the client are duly recorded in the Complaint register and duly monitored.
4. The Complaints are duly acknowledged within 14 days from receipt of correspondence. The Principal Officer investigates the complaint and due response letter is given within 7 days of the receipt of the complaint.
5. All efforts are made to resolve the complaints to the satisfaction of the client.
6. In case the complaint is not acknowledged within 14 days from receipt of correspondence then the same is escalated to the director who then supervises the complaint.
7. In the response letter the client is duly informed that in case the client wants to make complaint or requires the assistance of authority to resolve a dispute, he may write to authority at Insurance Regulatory & Development Authority of India at **Survey No. 115/1, Financial District, Nanakramguda, Hyderabad 500 032, PH: 40 2020 4000**. The aforesaid information is also displayed at notice board at the office for the reference of the clients.

### **Narnolia Insurance Brokers Limited**

Arch Waterfront, 5<sup>th</sup> Floor, Plot – F4, Block-GP, Sector-V, Saltlake, Kolkata – 700091, India, Ph: +91 33 40541700

IRDA Licensed Direct Insurance Broker (Life & Non-Life), IRDA License No.-134, valid till 19.03.2021

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