



Auto Care Vehicle Insurance Company

GRIEVANCE REDRESSAL POLICY

1. INTRODUCTION

Auto Care vehicle Insurance believes that excellence in customer service is the most important tool for sustained business growth. In order to achieve the company's vision, the Company has adopted the corporate values "Deliver on the promise, Value our people, Live the community, Be open." To provide our customers with excellent service, we have adopted the service motto "Surpassing Expectations, Creating Benchmarks – One Passion, One Mission –Service Excellence".

2. OBJECTIVE

The objective of this policy is to provide for efficient & effective grievance redressal mechanism to policyholders, nominees and other persons claiming under policies and has been formulated taking into account the following:

- Complaints raised by customers are dealt with courtesy and on time.
- Customers are treated fairly at all times.
- Complete transparency is maintained with the customers.
- All complaints are dealt with efficiently and fairly.
- Customers are fully informed of avenues to escalate their complaints / grievances within the organization.
- Customers are informed of their rights to alternative remedy if they are not fully satisfied with the response of the Company to their complaints.
- To ensure all Customer inputs are logged in defined manner and system.
- Every category of Customer Request or Complaint should have pre- defined turnaround time (TAT) & same would be communicated to the customer.
- Recognize that our quality and business goals go hand in hand and have a
- Continual improvement of the customer complaint handling process through the use of various tools and information technology available for business process improvement.