Alok Sarkar

s/o Late Manik Sarkar

Ward No. 3, Bokajan,

Dist: Karbi Anglong, Assam

Phone number: 123456789

[Date]

SBI General Insurance Co. Ltd.

2nd Floor, Lakshmi Darshan,

GS Road, Ulubari,

Dist: Guwahati, Assam

Subject: Complaint Regarding Pending Insurance Claim

Dear Sir/Madam,

I am writing to formally complain about the pending insurance claim that I am entitled to. A fire broke out in my shop M/s Binapani Hardware situated at GB Road, Bokajan on 25.05.2018. I suffered a loss of approximately Rs. 35,00,000/- due to the incident. The shop was insured for Rs. 15,00,000/- with you under the policy number 0000005783545-01 (Standard Fire and Special Peril Policy) which was valid from 16.02.2018 to 15.02.2019.

I promptly reported the incident at the Bokajan Police Station on the same date which was recorded under entry 815 in the station diary. I also called your executive on the same date, who asked me to mail about the incident along with supporting documents. I complied and sent a mail on the same date with all relevant documents. However, I have not received any response since then.

I have already suffered a massive loss due to the incident, and have lost my only source of income. If the insurance claim is not processed as soon as possible, I would be unable to repay a loan taken. I am deeply troubled by the lack of support from you during the times in which I expect and need it the most.

I kindly request you to process my insurance claim as soon as possible. Please confirm the receipt of this complaint and inform me of the steps you will take and the tentative timeline associated with the process.

If I do not receive a satisfactory response from you within 15 days of this complaint, I shall take this matter to the appropriate consumer redressal forum.

Sincerely,

[Your Signature]

Alok Sarkar