Date:

From,

M. Hareesh,

S/o Malaichamy,

No.2/332, Mela Street,

Manalur,

Thiruppuvanam Taluk,

Madurai – 630611

To,

The Branch Manager,

M/s Shriram General Insurance Company Limited,

No.30, Near ICICI Bank, Hak Road,

Chinna Cokikulam,

Madurai - 625002

Sub: Legal Notice under Section 35 of the Consumer Protection Act, 2019

Dear Sir/Madam,

This is to bring to your notice that I, M. Hareesh, purchased a Hyundai i20 car bearing registration number TN 64 V 8209 from your company on 9 December 2020. I also purchased a comprehensive insurance policy bearing number 421032/31/22/000726 from your company valid from 22 December 2021 to 21 December 2022.

On 7 March 2022, while returning from a family wedding in Coimbatore, the insured car met with an accident near Ochari village on the Bangalore - Chennai highway. Fortunately, the driver was unhurt, however the car suffered significant damage.

I immediately informed your company about the accident and cooperated fully with the surveyor appointed by you. As per instructions, I paid Rs. 10,000 to tow the damaged car to Ambattur Estate workshop. Despite submitting all documents sought by your surveyor, you have failed to settle the insurance claim for over 4 months now.

Your repeated requests for irrelevant documents and failure to settle a genuine claim amounts to deficiency in service under the Consumer Protection Act, 2019. I have suffered immense hardship, additional expenses and mental agony due to the delay in claim settlement.

Through this legal notice, I request you to expeditiously process and settle my insurance claim along with interest within 15 days of receiving this notice. This will allow me to get my car repaired at the earliest and the compensation of 50,000 for the inconvenience caused in travelling due to deficiency of service on your part. If you fail to do so, I will be constrained to move the Consumer Court to claim compensation for the expenses incurred by me as well as for mental harassment.

I trust you will take immediate steps to resolve this matter and provide me relief as a valued customer. Expecting a positive response.

Yours sincerely,

M. Hareesh

No. 2/332, Mela Street,

Manalur, Thiruppuvanam Taluk,

Madurai - 630611