To, Date:

The Grievance Redressal Officer,

Edelweiss Tokio Life Insurance Co. Ltd.,

Ambrosia Building, Patto,

Panaji, Goa - 403001

**Sub: Legal Notice under the Consumer Protection Act, 2019 regarding unlawful rejection of insurance policy surrender value**

Dear Sir/Ma’am,

I am Mr. Suresh Pilarnekar, R/o S-1, Yashoda Smruti Bldg., Dovornem, Merces, Goa. I serve upon you this legal notice seeking relief against deficiency in service and unfair trade practice by your company.

I had purchased life insurance policy no. 400074122E from your company through your agents Ms. Pratiksha Madkaikar and Mr. Milind Natekar by paying an annual premium of Rs. 1 lakh for the years 2017 to 2021. As per policy terms vide clause D(1)(a), I am entitled to the full fund value on the date of surrender after completing 5 years of premium payment.

I duly surrendered the said policy and sought payment of fund value of Rs. 6,69,000 vide my letters/emails dated 10.05.2022, 11.05.2022 and 21.05.2022, enclosing all the required documents. However, your company arbitrarily and illegally rejected my claim relying on inapplicable pension plan clauses and insisted I can only get 1/3rd value and must reinvest balance amount in a fresh policy.

Your deliberate misinterpretation of policy terms to unlawfully restrict claim amounts, false representations regarding pension plan clauses, and forcing me to reinvest balance amount in a fresh policy amount to gross deficiency in service, unfair trade practice and breach of policy contract under sections 2(6), 2(9), 2(10) and 2(11) of the Consumer Protection Act, 2019.

Despite representations made by me, your company failed to release the legitimate surrender value causing immense harassment, mental agony and financial loss.

You are called upon to comply with the following within 15 days, failing which legal proceedings will be initiated against your company without further notice:

* Release full fund value of Rs. 6,69,000 towards the surrendered policy;
* Pay compensation of Rs. 1 lakh for mental harassment and agony caused;
* Pay Rs. 10,000 as cost of sending this legal notice.

Please note, that if my lawful demands are not met immediately, I will initiate civil and criminal proceedings against your company and its officials for deficient services, unfair trade practices, and criminal breach of trust/cheating.

You are also called upon to provide a satisfactory response to this notice within 15 days.

Yours Sincerely,

Suresh Pilarnekar