

AVIVA COMPLAINT REDRESSAL PROCESS

At Aviva life insurance, we aim to provide our customers with the best service. However, for any problem or to register a complaint, you can reach us at any of the following channels,

A. Regular Access Channels



Email us at:
customerservices@avivaindia.com



Call our helpline:
1800-180-2266 / 0124-2709046
(8 am - 10 pm, Mon to Sat)



Write to us at:
Aviva Life Insurance Company India Ltd.
Aviva Tower, Sector Road,
Opp Golf Course, DLF - Phase V,
Sector - 43,
Gurgaon - 122003



Visit our branches.
Call our helpline or visit our
website for details.

B. Escalation of your complaints

If you are not satisfied with the response that you receive from the above access channels or if you do not hear from us in 7 working days, you can escalate your complaint through:

- An E-mail to **complaints@avivaindia.com** explaining the details of the issue concerned. You will receive a response within 2 working days of receipt of your complaint. OR
- You can call us on at the toll free numbers **1800-180-2266** (only from BSNL/MTNL lines) or **0124-2709046** (from non-BSNL/MTNL lines). Our team of specified customer service executives will attend to your call and resolve your issues.

C. Aviva Life Insurance Complaint Redressal officer (CRO)

If you are not satisfied with the response that you receive or if you do not hear from us within 10 working days of having registered your complaint, please contact our Complaint redressal officer (CRO)

The complaint Redressal officer (CRO) for Aviva Life Insurance will examine your issues and provide an impartial resolution and can be reached at:

Complaint Redressal officer (CRO)
Aviva Life Insurance Co. India Ltd.
Aviva Tower, Sector Road
Opp Golf Course, DLF-Phase V
Sector - 43, Gurgaon - 122003
Email: cro@avivaindia.com

D. Insurance Ombudsman Scheme

The insurance Ombudsman is empowered to receive and consider complaints insurers from any person who has any grievance relating to claims, premium paid or payable, or non issue of policy documents.

The remedy is available only if a complaint has been filed firstly with the insurer and the same has not been resolved satisfactorily.

For a list of Insurance Ombudsman, please visit our website www.avivaindia.com or obtain more details from our nearest branch.



AVIVA

Life Insurance

KAL PAR CONTROL™