

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 through any of the following channels:

A. Regular Access Channels



customerservice@avivaindia.com



1800-180-2266 /
0124-2709046



Aviva Life Insurance Company India Ltd.
Aviva Tower, Sector Road
Opp. Golf Course, DLF-Phase V
Sector-43, Gurgaon – 122003



Visit our branches
OR
visit our website for details.

B. Escalation of your complaints

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

- (a) An E-mail to **complaints@avivaindia.com** explaining the details of the concerned issue. You will receive a response within 3 working days of the receipt of your complaint
OR
- (b) You can call us on the toll free numbers **1800-180-2266** (BSNL/MTNL lines) or **0124-2709046** (Non BSNL/MTNL lines). Our team of customer service executives will attend to 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 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 Company. 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 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