

Turnaround Times for Your Policy Servicing Request

Our commitment to you starts with getting things done. On Time, Every Time.

General Requests	Our Commitment*
Processing of new business proposal & Communication of decision including requirements/issue of policy /cancellations	<ul style="list-style-type: none"> a) 4 working Days for Point of Sale Products b) 15 Days for other than Point of Sale Products
Obtaining copy of the Proposal/Policy Documents	30 Days
Post policy issuance requests regarding endorsement, reinstatements, free look cancellations and any other request for premium receipt policy statement	15 Days
Refund of proposal if applicable from date of underwriting decision	<ul style="list-style-type: none"> a) 7 Days for Point of Sale Products b) 15days for other than Point of Sale Products

Grievances /Complaints	Our Commitment*
Acknowledgement of Grievances	3 Working Days
Resolution of Grievances	14 Days

Surrender/ Claim / Maturity Requests	Our Commitment*
Surrender Value /Partial Withdrawal	15 Days
Maturity, Annuity & Survival Benefit Payouts <ul style="list-style-type: none"> a) All required document received prior to due date b) Documents received after the due date 	<ul style="list-style-type: none"> a) On or before Due Date – 3 working days from due date b) After Due Date - 3working days from receipt of complete documents
Raising claim requirements after lodging a claim	15 Days
Death claim settlement without investigation	30 Days from last document received date
Death claim settlement/repudiation with investigation requirement	<ul style="list-style-type: none"> a) Investigation to be completed within 90 Days from date of intimation b) Further 30 Days from investigation completion date
Health claim settlement without investigation	30 Days from latest document received date

Health claim settlement with investigation requirement	a) Investigation to be completed within 30 Days from latest document received date b) 45 Days from last document received date
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The Policyholder Servicing Turnaround Times as prescribed by IRDA for Life Insurance companies. The processing Turnaround Times will be calculated from the date of receipt of requests at the Aviva Branch Office. Do remember to provide complete documentation so that we can resolve your request in the fastest time possible.

If there is a delay in payouts on the part of the insurer beyond the timeliness mentioned above, the insurer shall pay interest at a rate which is 2% above bank rate from the date of receipt of last necessary documents.