



Allianz

LIFE GOALS. DONE.

GRIEVANCE REDRESSAL MECHANISM

In case you have any service concern, you may please reach out to our Customer Experience team through any of the following options:

- Our website <https://www.bajajallianzlife.com/>
- Contact your insurance advisor / sales relationship officer
- Visit nearest Bajaj Allianz Life branch. Click here - <https://branch.bajajallianzlife.com/>
- Write to us on customercare@bajajallianz.co.in from your registered email address
- Call on our Toll free number 1800-209-7272 (Monday to Sunday: 9:00 AM to 7:00 PM (IST))
- Click here <https://www.bajajallianzlife.com/content/dam/balic/pdf/grievance-redressal-officer.pdf> to contact the designated Grievance Redressal Officer at your nearest branch

In case you do not receive a response within 15 days or if you are not satisfied with the resolution, you can approach the undersigned:

Mr. Gaurav Sadana
Grievance Redressal Officer
Bajaj Allianz Life Insurance Co.Ltd.,
Bajaj Allianz House, 5th floor Airport Road Yerawada,
Pune, District- Pune Maharashtra-411006
Email ID: gro@bajajallianz.co.in

In case the resolution does not meet your expectations, you may register a complaint at Bima Bharosa of the Insurance Regulatory and Development Authority of India (IRDAI).

- In case your grievance / complaint is still unresolved, you may directly approach the Insurance Ombudsman for redressal, if the value of the claim is upto 30 lakhs.

Find your nearest Ombudsman office at <http://www.cioins.co.in/ombudsman>

Customers may represent the case to Ombudsman for Redressal of grievance subject to meeting the following conditions: :

- Only if the grievance has been rejected by the insurer or not received any reply within a period of one month from the receipt of the representation or the complainant is not satisfied with the insurer reply
- Within a period of one year from the date of rejection by Insurer or insurer final reply on the representation of the complainant
- If it is not simultaneously under any litigation

The complaint should be made in writing duly signed by the complainant or by his legal heirs with complete details of the complaint and the contact information of complainant.

Bajaj Allianz Life Insurance Co. Ltd.

Regd. Office Address: Bajaj Allianz Life Insurance Co. Ltd., Bajaj Allianz House, Airport Road, Yerawada, Pune - 411006., IRDAI Reg No.: 116, Visit : www.bajajallianzlife.com, CIN : U66010PN2001PLC015959, Mail us : customercare@bajajallianz.co.in, Call on : Toll free no. 1800 209 7272, Fax No: 02066026789. The Logo of Bajaj Allianz Life Insurance Co. Ltd. is provided on the basis of license given by Bajaj Finserv Ltd. to use its "Bajaj" Logo and Allianz SE to use its "Allianz" logo.

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