

SERVICE PARAMETERS AND TURNAROUND TIMES

Raheja QBE aims to offer all its services within fixed timelines. We have clear turnaround timelines for every customer query and we stick to those in all our customer interactions.

Raheja QBE shall at all times, respond within 10 days of the receipt of any communication from policyholders in all matter, such as:

- Recording change of address;
- Noting a new nomination or change of nomination under a policy;
- Noting an assignment on the policy;
- Providing information on the current status of policy indicating matters, such as, accrued bonus, surrender value and entitlement to a loan;
- Processing papers and disbursement of a loan on security of policy;
- Issuance of duplicate policy;
- Issuance of an endorsement under the policy; noting a change of interest or sum assured or peril insured, financial interest of a bank and other interests; and
- Guidance on the procedure for registering a claim and early settlement thereof;
- Any other requests.