

## 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 always, respond within the TAT specified as below:

<b>Policy Stage</b>	<b>Service Details</b>	<b>Turn Around Time(TAT)</b>
Pre-Issuance	Processing of Proposal and Decision on the policy issuance	15 days
	Obtaining copy of the proposal	30 days
Post – Issuance	Request for Policy Bond	10 days
Claims	Registration of Claim	1 day
	Appointment of Surveyor	72 hours
	Raising of query/seeking documents	7 days
	Submission of survey report	30 days
	Settlement/Repudiation of Claim	30 days
Grievance	Acknowledgement of grievance	2 working days
	Resolution of grievance	2 weeks