



## DHFL GENERAL INSURANCE LIMITED SERVICE PARAMETERS

Type of Service	Maximum Turn Around Time (TAT)
<b>Operational Activity Related</b>	
Processing of Proposal and Communication of Decisions Including Requirements / Issue of Policy / Cancellations	15 Days
Obtaining Copy of the Proposal	30 Days
Post Policy Issue Service Requests Concerning Mistakes / Refund of Proposal Deposit and Non-Claim Related Service Requests	10 Days
<b>Claims Related</b>	
Survey Report Submission	30 Days
Insurer seeking addendum report	15 Days
Offer of Settlement / Rejection of Claim after receiving first / addendum survey report	30 Days
<b>Grievance Resolution Related</b>	
Acknowledging a Grievance	3 Days
Resolving a Grievance	15 Days