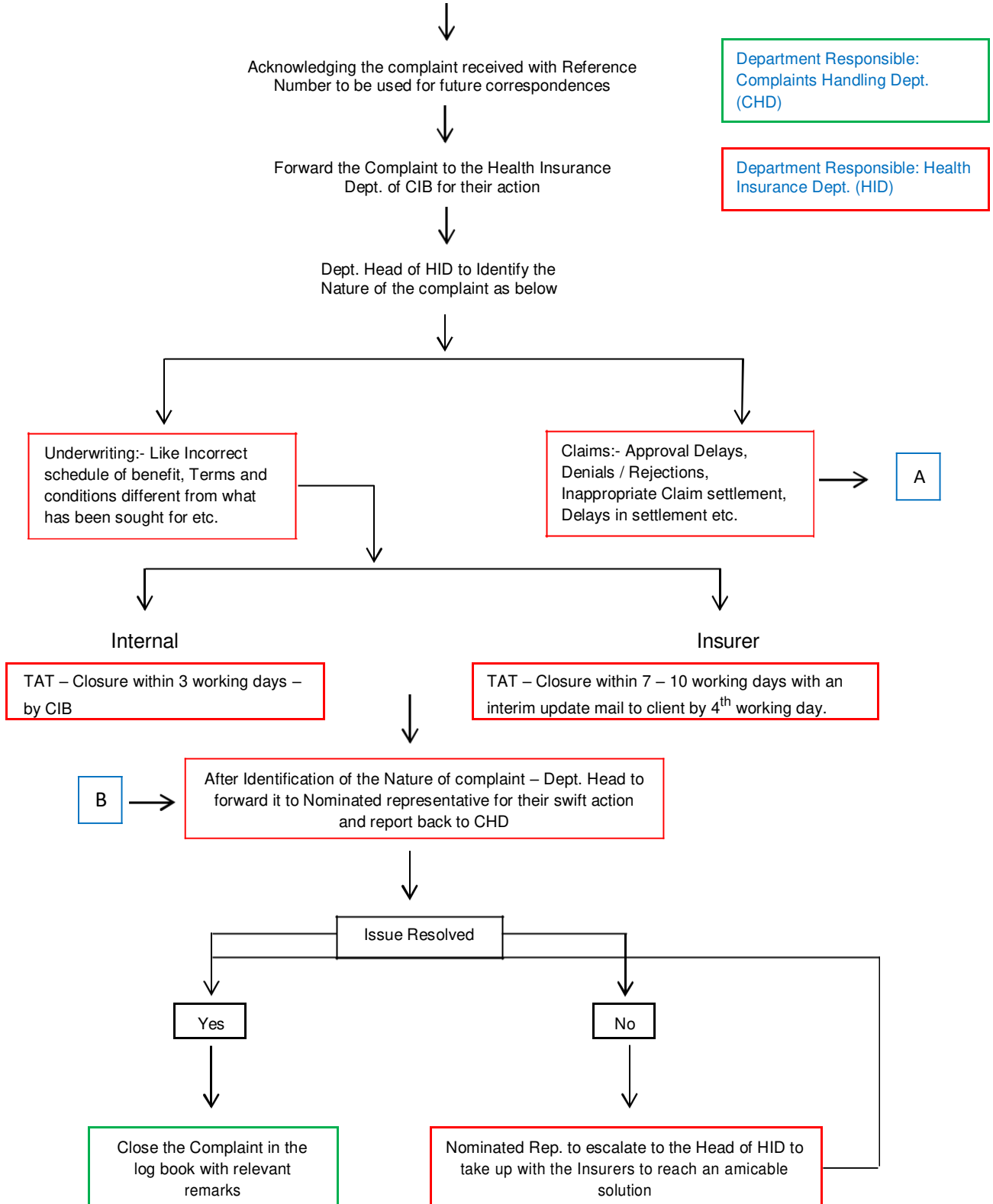
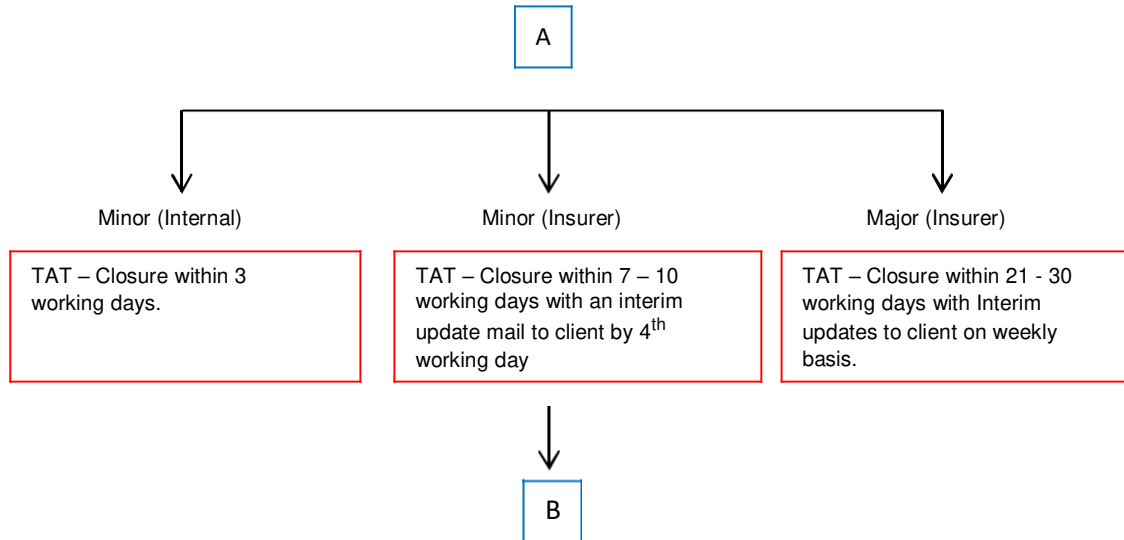


COMPLAINTS HANDLING MATRIX

Customer can register his concern thru Website, Phone or writing EMAIL we maintain
Complaint's log book received from the Customer
(Through Phone Call, E-mail, Fax etc.)





Notes:-

- Monthly report of all complaints received and status must be submitted to the Director – General insurance
- Fort-nightly review by the Head of Compliance with the process owners.
- Market Intel and information's to be shared during training sessions with the PHIRs to avoid recurrences, taking reported cases as example.