

## **Escalation Matrix:- CIVILIAN – Personal Accident Insurance**

### **Insurance Brokers (Claims Management)**

| <b>Escalation Level</b>          | <b>Name</b>     | <b>Designation</b>    | <b>Contact Details</b> | <b>Email ID</b>                                                                                  |
|----------------------------------|-----------------|-----------------------|------------------------|--------------------------------------------------------------------------------------------------|
| Level 1 - Claims Manager         | Abdhesh Thakur  | Senior Manager        | +91.9318320883         | <a href="mailto:abdhesh.thakur@globalinsurance.co.in">abdhesh.thakur@globalinsurance.co.in</a>   |
| Level 2 – Service Manager        | Priyank Rambhia | Manager               | +91.9773699976         | <a href="mailto:priyank.rambhia@globalinsurance.co.in">priyank.rambhia@globalinsurance.co.in</a> |
| Level 3 – Senior Service Manager | Shaun Dsouza    | Manager               | +91.9619943428         | <a href="mailto:shaun.dsouza@globalinsurance.co.in">shaun.dsouza@globalinsurance.co.in</a>       |
| Level 4 – Claims Head            | Shaleen Trivedi | Senior Vice President | +91.7506930730         | <a href="mailto:shaleen.trivedi@globalinsurance.co.in">shaleen.trivedi@globalinsurance.co.in</a> |

### **Insurance Brokers (Relationship Management)**

| <b>Escalation Level</b>               | <b>Name</b>     | <b>Designation</b>       | <b>Contact Details</b> | <b>Email ID</b>                                                                                  |
|---------------------------------------|-----------------|--------------------------|------------------------|--------------------------------------------------------------------------------------------------|
| Level 1 – Relationship Manager        | Akriti Tyagi    | Associate Vice President | +91.9899896579         | <a href="mailto:akriti.tyagi@globalinsurance.co.in">akriti.tyagi@globalinsurance.co.in</a>       |
| Level 2 – Senior Relationship Manager | Shaleen Trivedi | Senior Vice President    | +91.7506930730         | <a href="mailto:shaleen.trivedi@globalinsurance.co.in">shaleen.trivedi@globalinsurance.co.in</a> |
| Level 3 – Senior Management           | Rakesh Kumar    | Director                 | +91.9930488130         | <a href="mailto:rakesh.kumar@globalinsurance.co.in">rakesh.kumar@globalinsurance.co.in</a>       |

### **Insurance Company**

| <b>Escalation Level</b> | <b>Name</b>        | <b>Designation</b>                      | <b>Contact Details</b> | <b>Email ID</b>                                                      |
|-------------------------|--------------------|-----------------------------------------|------------------------|----------------------------------------------------------------------|
| Divisional Office       | Mr. Lalit Kumar    | Relationship Manager - For All Services | 8599010640             | <a href="mailto:L.kumar@nic.co.in">L.kumar@nic.co.in</a>             |
| Divisional Office       | Mrs. Ikvinder Kaur | Manager - Claim                         |                        | <a href="mailto:ikvinder.kaur@nic.co.in">ikvinder.kaur@nic.co.in</a> |
| Regional Office         | Mrs. Kamal Gupta   | Regional Manager - Insurance Services   |                        | <a href="mailto:Kamal.gupta@nic.co.in">Kamal.gupta@nic.co.in</a>     |
| Regional Office         | Mrs. Anita Poddar  | Regional Manager - Claims               |                        | <a href="mailto:anita.poddar@nic.co.in">anita.poddar@nic.co.in</a>   |
| Regional Office         | Mr. Amit K Satish  | Deputy General Manager                  |                        | <a href="mailto:amitk.satish@nic.co.in">amitk.satish@nic.co.in</a>   |

## Escalation Matrix – PAI - NON CIVILIANS

### Insurance Brokers (Claims Management)

| Escalation Level                                                | Name               | Designation              | Contact Details | Email ID                    |
|-----------------------------------------------------------------|--------------------|--------------------------|-----------------|-----------------------------|
| Claims Service Manager                                          | Rushikesh Ashtekar | Assistant Manager        | +91 8657720454  | rushikeshashtekar@rathi.com |
| Service Relationship Manager (1 <sup>st</sup> Escalation Level) | Kunal Dhande       | Senior Manager           | +91 9619835538  | kunaldhande@rathi.com       |
| Senior Manager (2 <sup>nd</sup> Escalation level)               | Monali Wasnik      | Assistant Vice President | +91 8850924840  | monaliwasnik@rathi.com      |
| Senior Manager (2 <sup>nd</sup> Escalation level)               | Mayank Sharma      | Senior Manager           | +91 9029867595  | mayanksharma@rathi.com      |
| Assistant Vice President (3 <sup>rd</sup> Escalation level)     | Nivya Rai          | Vice President           | +91 9869722668  | nivyarai@rathi.com          |
| Assistant Vice President (3 <sup>rd</sup> Escalation level)     | Nikhil Gajre       | Vice President           | +91 7977671443  | nikhilgajre@rathi.com       |

### Insurance Brokers (Relationship Management)

| Escalation Level                                                | Name          | Designation              | Contact Details | Email ID               |
|-----------------------------------------------------------------|---------------|--------------------------|-----------------|------------------------|
| Service Relationship Manager (1 <sup>st</sup> Escalation Level) | Kunal Dhande  | Senior Manager           | +91 9619835538  | kunaldhande@rathi.com  |
| Senior Manager (2 <sup>nd</sup> Escalation level)               | Monali Wasnik | Assistant Vice President | +91 8850924840  | monaliwasnik@rathi.com |
| Senior Manager (2 <sup>nd</sup> Escalation level)               | Mayank Sharma | Senior Manager           | +91 9029867595  | mayanksharma@rathi.com |
| Assistant Vice President (3 <sup>rd</sup> Escalation level)     | Nivya Rai     | Vice President           | +91 9869722668  | nivyarai@rathi.com     |
| Assistant Vice President (3 <sup>rd</sup> Escalation level)     | Nikhil Gajre  | Vice President           | +91 7977671443  | nikhilgajre@rathi.com  |

### Insurance Company

| Escalation Level                                                | Name                     | Designation   | Contact Details | Email ID                   |
|-----------------------------------------------------------------|--------------------------|---------------|-----------------|----------------------------|
| Claims Service Manager                                          | KETAKEE KUBAL            | Admin Officer | 7021500165      | ketakeekubal@uiic.co.in    |
| Service Relationship Manager (1 <sup>st</sup> Escalation Level) | VASUNDHAR A HEMANT PATIL | Manager       | 9869456059      | vasundharapatil@uiic.co.in |
| Manager (2 <sup>nd</sup> Escalation level)                      | SAPNA SIMON THOMAS       | CHIEF MANAGER | 9819723324      | sapnathomas@uiic.co.in     |

### Management

| Insurer/Broker                    | Name                 | Designation            | Contact Details | Email ID                  |
|-----------------------------------|----------------------|------------------------|-----------------|---------------------------|
| United India Insurance Co Ltd     | Mr. Jaideep Sinha    | Deputy General Manager | +91 9830200464  | jaideepsinha@uiic.co.in   |
| Anand Rathi Insurance Brokers Ltd | Ms. Sapna Maheshwari | Associate Director     | +91 9930357213  | sapnamaheshwari@rathi.com |