

ESCALATION MATRIX: - TERM LIFE INSURANCE (Civilians)

Escalation Matrix: -

M/s. Anand Rath Insurance Broker Ltd.

Escalation Level	Name	Designation	Contact Details	Email ID
Claim Service Manager	Mr. Himanshu Sakhare	Senior Officer	7770069697	himanshusakhare@rathi.com
Claims & Servicing Manager (1st Escalation Level)	Mr. Kunal Dhande	Senior Manager	7304330188	kunaldhande@rathi.com
Service Relationship Manager (2nd Escalation Level)	Mr. Anuj Bagri	Vice President	8097353527	anujbagri@rathi.com
Relationship Manager (3rd Escalation Level)	Ms. Monali Wasnik	Assistant Vice President	8850924840	monaliwasnik@rathi.com
Assistant Vice President (2th Escalation level)	Ms. Mayank Sharma	Assistant Vice President	9029867595	mayanksharma@rathi.com
Vice President (3th Escalation level)	Ms. Nivya Rai	Vice President	9869722668	nivyarai@rathi.com
Senior Vice President (Final Escalation level)	Mr. Nikhil Gajre	Senior Vice President	7977671443	nikhilgajre@rathi.com

The escalation matrix LIC for the Insurer is as below:

Name	Designation	Email id
Manasi Devalkar	Higher Grade Assistant	manasi.devalkar@licindia.com
Umesh Mhatre	Assistant Divisional Manager	u.mhatre@licindia.com
PVVS NK Murali	Senior Branch Manager	pvvsnk.murali@licindia.com
PRAMOD Deshmukh	Divisional Manger	P.Deshmukh@licindia.com
G Krishna	Regional Manager	rm_pgsg@licindia.com

ESCALATION MATRIX: - TERM LIFE INSURANCE (Non Civilians)

For - Marsh India Insurance Brokers Pvt. Ltd.

Escalation Level	Name	Designation	Contact Details	Email ID
Policy Service Manager	Balkishan	Senior Process Associate	8655750083	Balkishan.s@marsh.com
(1st Escalation Level)	Salil Ojha	Process Manager	8980016256	salil.ojha@marsh.com
2nd Escalation Level)	Neha Trivedi	Executive Vice President	8980014363	neha.trivedi@marsh.com
(3rd Escalation Level)	Anshul Agarwal	Senior Vice President	9833806355	anshul.agarwal@marsh.com
Overall program manager	Mohit Dyundi	Executive Vice President	8980014923	mohit.dyundi@marsh.com

For - M/S Shriram Life Insurance Company Limited

Levels	Mail ID's	Name	Designations	Description
Support Desk	groupops@shriramlife.in Kothoori.Priyanka@shriramlife.in	Priyanka - MPH queries/Addition/deletions	Ops Team	Please communicate to groupops@shriramlife.in
Level 1	raghunadha.reddy@shriramlife.in vandana.kotthala@shriramlife.in narsingrao.b@shriramlife.in	Raghu – NB Vandana – Medicals Narsing – Foreclosure/cancellation	Executive & Sr Executive	Escalate if query/issue hasn't been responded
Level 2	rajashekar.reddy@shriramlife.in	Rajashekar Reddy	Deputy manager	Escalate if the issue/Query is not closed
Level 3	Vijay.bs@shriramlife.com	Vijay B S	AGM- Ops	Escalate if the issue/Query is not closed
Level 4	Madhavi.s@shriramlife.com	Madhavi S	AVP – Ops	Escalate level 3 if issue/Query

For - M/S Shriram Life Insurance Company Limited

Subject	Level 1	Level 2	Level 3	Level 3
Claims MIS	Arjun Koppula, AM ARJUN.KOPPULA@SHRIRAMLIFE.IN	Sidam Sridev	P Manikandan, Manager	Bhimaraju Nirmala, AGM
Death Claims	groupclaims@shriramlife.in	SIDAM.SRIDEVI@SHRIRAMLIFE.IN	pmanikandan@shriramlife.in	bhimarajunirmala@shriramlife.com