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| **CONTACT DETAILS AND ESCALATION MATRIX**   1. Insurance Company – **The United India Insurance Co. Ltd** 2. Claim documents are to be sent to:   **United India insurance co. Ltd**  Property & Casualty claims hub  Maker Bhavan no. 1,  1st Floor, Sir V.t Marg, New Marine Lines,  Churchgate, Mumbai-400020 Maharashtra   1. Status of the claims can be sought, using system generated claim number/ Account Number, by any of the following channels: | | | | | |
| **Sr No** | **Channel** | | **Details** | | |
| 1 | Email ID | | [120093@uiic.co.in](mailto:120093@uiic.co.in) | | |
| 2 | Land Line Number | | 022-22624526,22642294 (Ext- 231) | | |
| 3 | Toll Free No | | NA | | |
| 1. Escalation Matrix (ARIBI) – Contact Details | | | | | |
| **Escalation Level** | **Name** | **Email I’d** | | | **Contact No.** |
| Level 1 | Vaishnavi Borade | vaishnavi.borade@aon.com | | | +91 9833753742 |
| Level 1 | Kunal Batwar | kunal.batwar@aon.com | | | +91 7718835031 |
| Level 2 | Priyank Rambhia | priyank.rambhia@aon.com | | | +91 9773699976 |
| Level 3 | Shaleen Trivedi | shaleen.trivedi3@aon.com | | | +91 7506930730 |
| 1. Escalation Matrix (UIIC) - Contact Details | | | | | |
| **Escalation Level** | **Designation** | | **Email I’d** | **Contact No.** | |
| Level 1 | Ketakee Kubal  (Admn Officer) | | [ketakeekubal@uiic.co.in](mailto:ketakeekubal@uiic.co.in) | 022-22640296,22624534  (Ext 230) | |
| Level 2 | Akshay Malik  (Divisional Manager) | | [akshaymalik@uiic.co.in](mailto:akshaymalik@uiic.co.in) | 022-46197908 | |
| **GRIEVANCE REDRESSAL MECHANISM**   1. Escalation Level 1 2. If claimant is not satisfied with Insurance Company’s services, he/ she can lodge a online complaint with UIIC or send email to ketakeekubal@uiic.co.in , Email ID - [ketakeekubal@uiic.co.in](mailto:ketakeekubal@uiic.co.in), Landline No -022-22640296,22624534(Ext 230) . 3. After investigating the matter internally and subsequent closure, the Insurance Company will send their response within a period of 15 days from the date of receipt of the complaint. In case the resolution is likely to take longer time, they will inform the claimant of the same through an interim reply. 4. Escalation Level 2   For lack of a response or if the resolution still does not meet Claimants expectations, Claimant can write to the– Manager. Email ID -akshaymalik@uiic.co.in Landline No - 022-46197908     1. Escalation Level 3 2. Within 30 days of lodging a complaint with UIIC , if satisfactory response is not received from the Insurance Company, grievance may be raised to the Internal Ombudsman or Insurance Regulatory & Development Authority (IRDA) may be approached on address mentioned bellow:   **Insurance Regulatory & Development Authority**  United India Tower, 9th floor, 3-5-817/818, Basheerbagh, Hyderabad- 500 029.  Contact Number: 040-66514888  Email ID: [nonlifecomplaints.pvt@irda.gov.in](mailto:nonlifecomplaints.pvt@irda.gov.in)  Toll Free Number: 155255  Email ID: [complaints@irda.gov.in](mailto:complaints@irda.gov.in)   1. If the claimant is not satisfied with the Insurer Company’s redressal of his grievance, through any of the above methods the claimant may approach the nearest Insurance Ombudsman for resolution of the grievance. The details of Insurance ombudsman are available on IRDA website: www.irda.gov.in. The complainant may register his grievance through IRDA (Insurance Regulatory and Development Authority) online, at http://www.igms.irda.gov.in. The guidelines for taking up the complaint with the Insurance Ombudsman, along with their address are available on the consumer education website of the IRDA, http: www.policyholder.gov.in/ombudsman.aspx. | | | | | |