**Annexure-12**

**Escalation Matrix**

**SUB: Selection of Insurer for Group Term Life Insurance Policy Coverage for Salary Account Holders with Canara Bank for the period of one (01) year from 10/04/2025 to 09/04/2026**

**Ref: GEM/2025/B/5925158 dated 07/02/2025**

**Name of the Bidder Firm: Service-Related Issues:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name** | **Level of Contact** | **Office Postal Address** | **Phone No.** | **Mobile No.** | **Fax** | **Email address** |
|  |  | **First Level Contact** | No.36, Crown Point Building, Lavelle Road, Kasturba Cross Road, Bengaluru, Karnataka – 560001. |  | **7338549424** |  | allister.robert@canarahsbclifeinsurance.in |
|  |  | **Second level contact**  **(If response not received in 4 Hours)** | No.36, Crown Point Building, Lavelle Road, Kasturba Cross Road, Bengaluru, Karnataka – 560001. |  | **9620028415** |  | [praveen.ht@canarahsbclifeinsurance.in](mailto:praveen.ht@canarahsbclifeinsurance.in) |
|  |  | **Regional/Zonal Head (If response not received in 24 Hours)** | No.36, Crown Point Building, Lavelle Road, Kasturba Cross Road, Bengaluru, Karnataka – 560001. |  | **9845018772** |  | [pradeep.gopalaiah@canarahsbclife.in](mailto:pradeep.gopalaiah@canarahsbclife.in) |
|  |  | **Country Head (If response not received in 48 Hours)** | Unit No. 208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi – 110001, India. |  | **9910037917** |  | [soly.Thomas@canarahsbclife.in](mailto:soly.Thomas@canarahsbclife.in) |

**Name of the Bidder Firm: Claims Settlement and Related Issues:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl. No.** | **Name** | **Level of Contact** | **Office Postal Address** | **Phone No.** | **Mobile No.** | **Fax** | **Email address** |
|  |  | **First Level Contact** | Unit No. 208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi – 110001, India. |  | **7011293570** |  | **ambrish.kumar1@canarahsbclife.in** |
|  |  | **Second level contact**  **(If response not received in 4 Hours)** | Unit No. 208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi – 110001, India. |  | **9873667677** |  | **shubham.aggarwal3@canarahsbclife.in** |
|  |  | **Regional/Zonal Head (If response not received in 24 Hours)** | Unit No. 208, 2nd Floor, Kanchenjunga Building, 18 Barakhamba Road, New Delhi – 110001, India. |  | **9582255669** |  | **vijayendrakaushik@canarahsbclife.in** |
|  |  | **Country Head (If response not received in 48 Hours)** |  |  |  |  |  |

**Any change in designation, substitution will be informed by us immediately.**

|  |  |
| --- | --- |
| **Date: 24/02/2025**  **Place: Bengaluru** | **Name: Pradeep HG**  **Designation: Corporate Vice President &**  **Head – Business Development**  **& New Initiatives** |