

Policyholder Turnaround Time as Prescribed by IRDAI

SERVICE	MAXIMUM TURNAROUND TIME
PROPOSAL PROCESSING	
Processing of New Business Proposal and Communication of decision including requirements	15 days
Issue of policy	15 days
Cancellations	15 days
Dispatch of policy document including copy of the proposal	30 days
Post policy issue service requests concerning mistakes	10 days
Refund of Proposal deposit	10 days
SERVICE REQUESTS	
Non-claim related service requests Change of address Change of Contact details Change in Nomination Assignment of policy Policy related information Issuance of duplicate policy document Change in policy details (sum assured, / premium / rider .etc) Reinstatement of policy Change in payment method / mode Unit Linked transactions (Fund Switch, Premium Redirection, Top Up etc) Providing premium paid receipts, unit statements etc.	10 days
PAYOUT PROCESSING	
Surrender value, Loan, Partial Withdrawal, FreeLook cancellation, Annuity & Pension payouts processing	10 days
Processing of Maturity claim / Survival benefit / penal interest not paid	15 days
CLAIMS PROCESSING	
Raising claim requirements after lodging the claim	15 days
Death claim decision without investigation requirement	30 days
Death claim decision with investigation requirement	6 months
GRIEVANCE REDRESSAL	
Acknowledge a grievance	3 days
*Resolve a grievance	15 days

* Calculated in calendar days

Tata AIA Life provides periodic updates to our customers through SMS and Email regarding the status of their proposal and requests, hence we urge you to ensure that your mobile number and email address is updated in our records.