

Services	Maximum Turn Around Time
<b>Policy related</b>	
Processing of proposal and communication of decisions including requirements/ issue of policy/cancellations	15 days
Obtaining copy of proposal	30 days
Refund of proposal deposit / cancellation & refund within free look period	15 days
Post issuance service requests concerning mistakes and non-claim related services	10 days
<b>Claim related</b>	
Appointment of Surveyors	72 hours
Survey report submission	30 days
Insurers seeking addendum report	15 days
Offer of settlement/Rejection of claim after receiving first/ addendum survey report	30 days
<b>Grievances</b>	
Acknowledging a Grievance	3 days
Resolving a Grievance	15 days