

Service TAT - Health

SecureNow Insurance Broker Private Limited, as an ISNP follows the following service Turnaround Time for online sale of Health Insurance products, as per Schedule I of the Insurance E-commerce guidelines notified by IRDAI on 09.03.2017.:

Maximum Turnaround Time for Servicing of Policyholder Requests

For written communication of decisions or for raising additional requirements on the proposal	• 14 days: From date of receipt of the proposal or the date of receipt of any requirement called for, whichever is later.
For providing copy of accepted proposal form	• 4 days: From date of acceptance of the proposal.
For refund of deposit after cancellation of proposal	• 7 days: From date of receipt of last necessary document/from date of receipt of request for cancellation of proposal, whichever is later.
For request of refund in relation to free look cancellation, surrender and withdrawal; refund of proposal deposit/outstanding proposal deposit (if any)	• 7 days: From date of receipt of last necessary document/from date of receipt of request, whichever is later.
For Acknowledgement of Grievance	• 5 days: From the date of receipt of Grievance.
For Resolution of Grievance	• 25 days: From the date of receipt of Grievance.

Service TAT – Motor, Two Wheeler & Travel

SecureNow Insurance Broker Private Limited, as an ISNP follows the following service Turnaround Time for online sale of General Insurance products-Motor, Two Wheeler & Travel, as per Schedule I of the Insurance E-commerce guidelines notified by IRDAI on 09.03.2017.:

Maximum Turnaround Time for Servicing of Policyholder Requests

For written communication of decisions or for raising additional requirements on the proposal	• 14 days: From date of receipt of the proposal or the date of receipt of any requirement called for, whichever is later.
For providing copy of accepted proposal form	• 4 days: From date of acceptance of the proposal.
For refund of deposit after cancellation of proposal	• 7 days: From date of receipt of last necessary document/from date of receipt of request for cancellation of proposal, whichever is later.
For request of refund in relation to free look cancellation, surrender and withdrawal; refund of proposal deposit/outstanding proposal deposit (if any)	• 7 days: From date of receipt of last necessary document/from date of receipt of request, whichever is later.
For Acknowledgement of Grievance	• 5 days: From the date of receipt of Grievance.
For Resolution of Grievance	• 25 days: From the date of receipt of Grievance.

Service TAT – Life

SecureNow Insurance Broker Private Limited, as an ISNP follows the following service Turnaround Time for online sale of Life Insurance products, as per Schedule I of the Insurance E-commerce guidelines notified by IRDAI on 09.03.2017.:

Maximum Turnaround Time for Servicing of Policyholder Requests

For written communication of decisions or for raising additional requirements on the proposal	• 14 days: From date of receipt of the proposal or the date of receipt of any requirement called for, whichever is later.
For providing copy of accepted proposal form	• 4 days: From date of acceptance of the proposal.
For refund of deposit after cancellation of proposal	• 7 days: From date of receipt of last necessary document/from date of receipt of request for cancellation of proposal, whichever is later.
For request of refund in relation to free look cancellation, surrender and withdrawal; refund of proposal deposit/outstanding proposal deposit (if any)	• 7 days: From date of receipt of last necessary document/from date of receipt of request, whichever is later.
For Acknowledgement of Grievance	• 5 days: From the date of receipt of Grievance.
For Resolution of Grievance	• 25 days: From the date of receipt of Grievance.
For Compliance of KYC norms	• 40 days: From the date of transaction on online portal