

DHFL GENERAL INSURANCE LIMITED SERVICE PARAMETERS	
Type of Service	Maximum Turn Around Time (TAT)
Operational Activity Related	
Processing of Proposal and Communication of Decisions Including Requirements / Issue of Policy / Cancellations	15 Days
Obtaining Copy of the Proposal	30 Days
Post Policy Issue Service Requests Concerning Mistakes / Refund of Proposal Deposit and Non-Claim Related Service Requests	10 Days
Claims Related	
Appointment of surveyor after receipt of claim notification	3 Days
Survey / inspection of loss after appointment of surveyor	2 Days
Settlement/rejection of claim after receipt of last claim document	30 Days
Grievance Resolution Related	
Acknowledging a Grievance	3 Days
Resolving a Grievance	15 Days