

Your Time is Valuable to us....



Policyholder Servicing Turn Around Time (TAT) as prescribed by IRDAI

Policy Stage	Service Type	Details	Maximum TAT (In Days)
Policy Issuance/ New Business	Processing of Proposal and Decision on the policy issuance	Processing of proposal and communication of requirements (Documents, Medical etc.) - from the date of receipt of proposal	15
		Decision on the proposal and communication (Acceptance, Decline, Postponement of policy) - from the date of receipt of proposal/ any requirements from the customer	15
		Refund of proposal deposit - from the date of underwriting decision	15
Post-Issuance/ Policy Servicing	Non payout requests	Changes or corrections in customer details like Address/Contact details, Change of Nominee, Policy assignment, Change in Name/DOB, Bank account updation etc.	10
		Change or correction in Policy Features like Mode change, Change in Premium/ Sum Assured, Fund Switch/Premium Redirection, etc.	10
	Payout requests	Customer induced payouts - Free look cancellation, Surrender, Partial withdrawal, Refund of proposal deposit, Refund of outstanding proposal deposit - From receipt of request / last necessary document from the customer	15
		Company Induced payouts - Maturity Claim/Survival Benefit/Immediate Annuity/Monthly Income:	
		Where KYC and bank details are received 10 days prior to the claim due date: T+3 working days (T is the due date)	3
		KYC/ NEFT details submitted post the due date or <10 days prior to the due date: 15 days from the last requirement received date	15
Claims	Request for Claims	Life Insurance Policy	
		Raising claim requirements - from the date of receipt of the claim	15
		Claim settlement (without Investigation) - from the receipt of the last necessary document/requirements	30
		Claim Investigation Completion - from the date of receipt of claim intimation	90
		Claim settlement (with Investigation) - from the date of completion of Investigation	30
		Health Insurance Policy	
		Raising claim requirements - from the date of receipt of the claim	15

		Claim settlement (without Investigation) - from the receipt of the last necessary document/requirements	30
		Claim settlement (with Investigation) - from the date of receipt of last necessary document.	45
Grievance redressal	Acknowledgement and Resolution	Acknowledgement of grievance (working days)	3
		Resolution of grievance	15

PNB MetLife India Insurance Company Limited

Registered office: Unit No. 701, 702 & 703, 7th Floor, West Wing, Raheja Towers, 26/27 M G Road, Bangalore -560001, Karnataka.

IRDA of India Registration number 117.

CI No. U66010KA2001PLC028883, Call us Toll-free at 1-800-425-6969, Website: www.pnbmetlife.com,

Email: indiaservice@pnbmetlife.co.in or write to us at 1st Floor, Techniplex -1, Techniplex Complex, Off Veer Savarkar Flyover, Goregaon (West), Mumbai – 400062. Phone: +91-22-41790000, Fax: +91-22-41790203