

## PUBLIC OFFERING OF SECURITIES INSURANCE POLICY WORDING

The Insurance Cover under this Policy are afforded solely with respect to Claims first made against an You (Insured/Company) during the policy period and reported to the We/Our (Insurer, Generali Central Insurance Company Limited) as required by this policy. Amounts incurred for legal defence will reduce the limits of Liability available to pay judgments or settlements, and be applied against the deductible.\_

### **Section 1: Standard Cover**

#### **1.1. Individual**

We will pay Loss incurred by You in respect of any Offering Claim first made against You during the Policy Period.

#### **1.2. Company Reimbursement**

If the Company pays Loss on Your behalf in respect of any Offering Claim first made against You during the Policy Period then We will pay such Loss on behalf of the Company. This also applies to any of the Additional Covers detailed in Section 2 below

#### **1.3. Entity Coverage**

We will pay Loss incurred by the Company arising from any Offering Claim first made during the Policy Period

#### **1.4. Underwriter Reimbursement**

If the Company and/or You pays Loss on behalf of the Underwriter in respect of any Offering Claim first made during the Policy Period pursuant to the Company or Your obligations assumed within the Underwriting Agreement then We will pay such Loss on behalf of the Company and/or You.

#### **1.5. Controlling Shareholder**

We will pay Loss incurred by a Controlling Shareholder arising from any Offering Claim first made against that Controlling Shareholder during the Policy Period.

#### **1.6. Selling Shareholder**

We will pay Loss incurred by a Selling Shareholder arising from any Offering Claim first made against that Selling Shareholder during the Policy Period.

### **Section 2: Additional Cover**

#### **2.1 Emergency Coast**

If Our written consent cannot be obtained within a reasonable time before Costs (save for the Costs of a public relations consultancy referred to below) are incurred then We will give retrospective consent to such Costs up to the amount specified in Item 4 of the Schedule.

## 2.2 Public Relation Cover

In the event that You or the Company reasonably consider that the services of a public relations consultancy are required urgently:

- a) in order to prevent or minimise the risk of an Offering Claim which would be covered under this Policy; or
- b) To deal with any media coverage in relation to an Offering Claim which would be covered under this Policy, then

We will reimburse reasonable fees and Costs incurred as a result of You instructing an appropriate consultancy up to a maximum limit as specified in Item 18 of the Schedule to this policy in the aggregate for all such Offering Claims.

Please note that this limit shall be in addition to the Limit of Liability stated in Item 3 of the Schedule to this Policy.

Please note that in place of Section 6.1 Your entitlement to this additional cover is conditional on You or the Company providing Us with full written details of the appropriate action taken no later than 30 days after You or the Company first become aware of any occurrence that requires the services of a public relations consultancy.

After the aforementioned 30 days We will only pay the Costs of a public relations consultancy to which We have consented prior to those Costs being incurred.

## 2.3 Non-Executive Directors Additional Limit of Liability

In the event that the Limit of Liability under this Policy becomes exhausted then We agree that We will provide an additional limit as specified in Item 5 of the Schedule per non-executive director subject to the following:

- a) This additional cover is only available to a non-executive director who has not been involved in any Offering Claim or Offering Claims during the Policy Period; and
- b) The total of Our aggregate liability for all such additions shall not exceed a further 100% of the aggregate Limit of Liability under this Policy; and
- c) This additional cover will only operate in excess of the total indemnity available under any other policies in excess of this Policy or of any other cover available to the individual director for the Offering Claim for which indemnity is sought; and
- d) Provided that the non-executive director by whom the additional Limit of Liability is sought is not directly or indirectly involved in any Wrongful Act or Offering Claim under this Policy that was responsible for or contributed to any Offering Claim or Offering Claims which was responsible for the erosion of the previous Limit of Liability on an individual or aggregate basis

## 2.4 Mitigation Cost

You or the Company may request advice in relation to any Circumstance notified in accordance with this Policy as to Your legal position in relation to the same and in relation to any steps that might be taken or be appropriate to avert or minimise the risk of an Offering Claim arising from such Circumstance.

We agree to pay the cost of obtaining any such advice from a lawyer retained by You or the Company with Our consent up to the limit specified in Item 4 of the Schedule per request and subject to an aggregate

limit as specified in Item 4 of the Schedule (the limit applicable to this cover is in addition to the Limit of Liability for this Policy) . Any such Costs will not be regarded as part of the defence Costs of any subsequent Offering Claim.

## **2.5 Witness Cover**

We will pay reasonable travel costs and living expenses incurred by You when giving evidence to defend an Offering Claim provided that We have consented in writing before such costs are incurred and subject to a sub-limit as specified in Item 4 of the Schedule per individual and in the aggregate.

## **2.6 Personal Liberty and Property Costs**

We will pay You up to a limit as specified in Item 4 of the Schedule in respect of an Offering Claim made against You in any other jurisdiction for:

- a) Any bail bond premium or civil bond premium in respect of any proceedings to prohibit You from holding the office of a director or of proceedings to deport You or to restrict Your liberty to a specified domestic property; and
- b) The reasonable fees costs and expenses incurred by You in respect of any proceedings to confiscate property or to suspend or freeze Your rights of property ownership of either real or personal property or to impose a charge over Your real property or personal property; and
- c) The reasonable fees Costs and expenses incurred by You in respect of any proceedings to prohibit You from holding the office of a director or of proceedings to deport You or to restrict Your liberty to a specified domestic property.

Provided that You have complied with Section 6.1 which is a condition precedent to Our liability under this Policy

## **2.7 Interpretive Counsel We will Pay:**

- a) The reasonable costs fees and expenses incurred by You in appointing counsel in the jurisdiction in which You are based to interpret any advice received from counsel in a foreign jurisdiction for a Wrongful Act in response to an Offering Claim made in that jurisdiction; and
- b) The reasonable costs of any translation needed to obtain such advice.

Provided that You must obtain Our consent before appointing any such counsel and You have complied with Section 6.1 which is a condition precedent to Our liability under this Policy.

## **2.8 Official Investigation Costs**

We will pay reasonable legal fees incurred by You in connection with an Offering Claim;

- a) Resulting from any required attendance by You at any official investigation, examination, inquiry or other similar proceeding
- b) Ordered or commissioned by any official body or institution that is legally empowered to investigate the affairs of the Company

Provided that We have consented in writing to You incurring such Costs before they are incurred. It is agreed that We will not unreasonably withhold such consent.

Please note that if You believe that as a result of the background to, or as a result of, any such official investigation, examination, inquiry or other similar proceeding, circumstances exist which may reasonably be expected to give rise to an Offering Claim, notice must be given to Us in accordance with Section 6.1 of this Policy which is a Condition Precedent

## **2.9 Extended Reporting Period**

We agree to provide the Insured with an additional notification period of Claims which are first made against the Insured during the Period of Insurance provided that such Claims is notified to the Company within the Extending Reporting Period of 30 days, provided that policy period is only for 12 months.

## **Section 3: Definitions**

### **3.1 Policy Period Means**

The period of time specified in Item 2 of the Schedule, or any other period agreed in writing by the Company and Us.

### **3.2 Circumstance means:**

A specific situation, the details of which should be provided to Us where there is: **a)** An intimation of an Offering Claim against any Insurer.

Any known direct or indirect criticism or dispute whether expressed or implied relating to Your performance (whether justified or not) which may give rise to an Offering Claim against any Insured

**c)** Any awareness that You have or should reasonably be expected to have of a failing of Your performance or of any act which may give rise to an Offering Claim against any Insured.

### **3.3 Company Means**

The organisation named in Item 1 of the Schedule.

### **3.4 Controlling Shareholder means:**

The persons or entities named in Item 13 of the schedule

### **3.5 Coasts Means:**

All reasonable fees, including disbursements, incurred by You or on Your behalf in the investigation, mitigation, defence, adjustment and appeals of any Offering Claim or in the mitigation or investigation of any Circumstance provided that We have consented in writing to You incurring such Costs before they are incurred. We will not unreasonably withhold that consent.

Costs does not mean overhead or benefit expenses associated with Your salary, wages or fees.

### **3.6 Deductible means:**

The amount stated in Item 7 of the Schedule. For the purposes of determining the applicable Deductible the Company shall be deemed to have indemnified You to the extent that it is permitted to do so.

### **3.7 Insured means**

The Company, You, any Controlling Shareholder and any Selling Shareholder

### **3.8 Limit of Liability means:**

- a) damages, judgement awards, settlement awards and costs;
- b) Punitive or exemplary damages or civil fines or penalties but only where these are legally insurable in the jurisdiction in which an Offering Claim is made;

Loss, however, does not mean:

- i. Criminal fines or penalties; or
- ii. Taxes; or
- iii. matters which are uninsurable in the jurisdiction where an Offering Claim is made.

### **3.9 Notification Means**

Written notice of any Offering Claim given to Us by any Insured within the Policy Period.

### **3.10 Offerings Means**

The offering of Securities as detailed within the Particulars.

### **3.11 Offering Claim means:**

- a) Any written demands made against any Insured for monetary damages or other relief, including nonpecuniary relief arising from a Wrongful Act; or
- b) Any allegation of a Wrongful Act communicated to any Insured; or
- c) Any criminal, civil or arbitration proceedings (including extradition proceedings) against any Insured relating to a Wrongful Act; or
- d) Any regulatory or administrative proceedings or any other official investigation with regard to any allegation of a Wrongful Act committed by any Insured.

Any number of Offering Claims which arise out of or are attributable to or are in any way connected with a single Wrongful Act shall constitute a single Offering Claim for the purposes of this Policy.

### **3.12 Particulars means:**

- i. The documents specified in Item 15 of the schedule, submitted with and forming part of the submission (including any offering or placement memoranda, prospectuses, circulars, offering statements or documents of similar character or use and any supplements or amendments to such documents), which have been duly filed with the appropriate regulatory and/or stock exchange authorities; or
- ii. Any draft or preliminary prospectus (or any equivalent document in any jurisdiction) to the disclosure documents specified in Item 15 of the schedule; and
- iii. The statements made by any Insured in any Road Show.

### **3.13 Road Show means:**

The formal presentation given by an insured person to investors or potential investors or analysts of the securities of the issuer, prior to the offering, intended to create interest in the securities of the issuer.

**3.14 Security means:**

Any security representing debt of or equity interests in the Company.

**3.15 Selling Shareholder means:**

The persons or entities named in Item 14 of the schedule

**3.16 Underwriter means:**

Each underwriter or sponsor designated in the Particulars that is a party to the Underwriting Agreement, and the directors, officers or employees (or equivalent positions) of such underwriter or sponsor in their capacities as such.

**3.17 Underwriting Agreement means:**

The specific agreement referenced in Item 16 of the schedule

**3.18 USA means**

The United States of America, its territories, possessions and any state or political sub division thereof.

**3.19 We, Us or Our means:**

The Insurers named in Item 17 of the Schedule.

**3.20 Wrongful Act means:**

Any actual or alleged error, misstatement, misleading statement, misrepresentation, omission, neglect, breach of duty, breach of warranty of authority or other act attempted or committed by any Insured in connection with an Offering.

**3.21 You means:**

Any natural person who is, was prior to or becomes during the Policy Period:

- a) A director, officer, manager or trustee of the Company or the equivalent in any other jurisdiction; or
- b) A shadow director of the Company, as defined in Section 250 of the Companies Act 2006 (or the equivalent legislation in any other jurisdiction); or
- c) An employee of the Company; or
- d) The legal representatives, heirs, assigns or estate of a person defined in another sub-paragraph of this

Section in the event of that person's death, incapacity, insolvency or bankruptcy; or

- e) The lawful spouse or domestic partner of a person defined in another sub-paragraph of this Section where recovery is sought solely because joint property is held or owned by or on behalf of the spouse or domestic partner (the spouse or domestic partner, however, is not insured under this Policy in his or her own right) or

- f) A de facto director named in the particulars.



The above definition does not include external auditors of the Company.

**3.22 “Extended Reporting Period”** Shall mean the period of time after the end of the Period of Insurance for reporting Claims which have taken place prior to the end of the Period of Insurance but which the Insured became aware of after the Period of Insurance.

#### **Section 4: Exclusions**

We shall not be liable for Loss on account of any

##### **4.1 Prior Offering Claims**

Offering Claims arising from or attributable to any Offering Claims or Circumstances notified to any policy of insurance which incepted prior to the inception of this Policy or which arise from matters substantially the same as alleged or established in such Offering Claim or Circumstance; or

Offering Claims arising from or attributable to proceedings which existed prior to or were pending at the earlier of the inception date of this Policy or which arise from matters substantially the same as alleged or established in such proceedings.

##### **4.2 Crime Fraud and Personal Benefit**

Offering Claims arising from or attributable to: a) Any criminal act or omission; or

- b) Any act or omission committed with the knowledge that it was in breach of any statute, contract, duty or other legal obligation; or
- c) The gain of any personal profit, remuneration or advantage to which You were not legally entitled including, but not limited to, profits made from the purchase or sale of the Company's securities within the meaning of the Securities Exchange Act and/or any amendment to or re-enactment thereof; or
- d) The committing of any deliberately dishonest or fraudulent act.

This Exclusion shall only apply if the act, omission or profit is established by a court, tribunal or any other final adjudication or by admission.

e) **4.3 Underwriter Professional Indemnity Section 5: Limit of Liability 5.1** The Limit of Liability set out in Item 3 of the Schedule is the total aggregate limit of Our liability in respect of all Loss in respect of all Offering Claims made during the policy Period (with the exception of any payments made which are provided hereunder to be in addition to the Limit of Liability. **5.2** We are only liable to pay Loss as incurred by any Insured insofar as it exceeds the amount of the Deductible. However if there is: (a) A judgement which determines that no Insured under this Policy is liable and all avenues of appeal have been waived or exhausted; or (b) A dismissal of the proceedings without any payment being made by or on behalf of any Insured under this Policy, then no Deductible will apply and We agree to reimburse any payments made in respect of the Deductible within 60 days

##### **4.3 Underwriter Professional Indemnity**

Offering Claims arising from or attributable to an Underwriter carrying out, or failing to carry out a professional service.

## **Section 5: Limit of Liability**

5.1 The Limit of Liability set out in Item 3 of the Schedule is the total aggregate limit of Our liability in respect of all Loss in respect of all Offering Claims made during the policy Period (with the exception of any payments made which are provided hereunder to be in addition to the Limit of Liability).

5.2 We are only liable to pay Loss as incurred by any Insured insofar as it exceeds the amount of the Deductible. However if there is:

- a) A judgement which determines that no Insured under this Policy is liable and all avenues of appeal have been waived or exhausted; or
- b) A dismissal of the proceedings without any payment being made by or on behalf of any Insured under this Policy, then no Deductible will apply and We agree to reimburse any payments made in respect of the Deductible within 60 days.

## **Section 6: Conditions**

### **6.1 Offering Claim Reporting - Condition Precedent**

As a condition precedent to Our liability, an Insured must provide Notification as soon as practicable of an Offering Claim being made against an Insured during the policy Period. However if any Insured becomes aware of an Offering Claim in the 7 days prior to the expiry of the Policy Period Notification can be given to Us within 14 days of the expiry of the Policy Period.

If during the Policy Period an Insured first becomes aware of a Wrongful Act or first becomes aware of a situation or Circumstance that an Insured considers may become an Offering Claim, the Insured must provide Notification as soon as practicable of becoming aware of the Wrongful Act or Circumstance (as opposed to an Offering Claim) or from when the Insured should reasonably have done so, in which case any Offering Claim that is subsequently made will be treated as having been made during the Policy Period. However if any Insured becomes aware of any Circumstance in the 7 days prior to the expiry of the Policy Period written notice can be given to Us within 14 days of the expiry of the Policy Period.

### **6.2 Defence and Settlement**

The Limit of Liability set out in Item 3 of the Schedule is the total aggregate limit of Our liability in respect of all Loss in respect of all Offering Claims made during the policy Period (with the exception of any payments made which are provided hereunder to be in addition to the Limit of Liability).

We will pay Costs on an as incurred basis in excess of the Deductible prior to final determination or final adjudication or up until the time that an Offering Claim is withdrawn. If at any time an Offering Claim is deemed not to be covered under this policy or is found to be excluded then all such Costs must be returned to Us on demand.

We will pay defence Costs within 21 days after sufficiently detailed invoices for those Costs being received and accepted by Us.

You shall have the right and duty to defend and contest any Offering Claim (subject to clause 6.9 below). We shall have the right to effectively associate with any Insured in the defence and settlement of any Offering Claim that appears reasonably likely to involve Us. This will include, but not be limited to, effectively associating in the negotiation of any settlement.

No Insured shall admit or assume any liability, enter into any settlement agreement, consent to any judgement or incur any Costs (save as is provided for in Section 1: Standard Cover) without Our written consent as a condition precedent to Our liability for Loss arising out of the Offering Claim. Only those settlements, stipulated judgements and Costs to which We have consented shall be recoverable as Loss under this Policy. Our consent shall not be unreasonably withheld provided that We shall be entitled to effectively assess the defence and negotiation of any settlement of any Offering Claim in order to reach a decision as to reasonableness.

### 6.3 Co-operation

All Insureds shall give Us full co-operation and any information that We may reasonably require as a condition precedent to Our liability for Loss arising out of an Offering Claim

### 6.4 Arbitration

“The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle any and all disputes in relation to this policy.

Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.”

### 6.5 Subrogation

In case of payment of loss under this Policy, We shall be subrogated to all the rights of yours against any person, firm, corporation or estate, as respects any payment made by Us, and You shall execute all papers required and shall co-operate with Us with respect to such rights.

### 6.6 Termination/Cancellation

Cancellation of policy can be cancelled only on the ground of miss-representation, fraud, non-disclosure of material facts or non-cooperation of the insured.

We may cancel this policy by giving seven notice in writing of such cancellation to the Insured's last known address and in such an event the Company will return a pro-rata portion of the premium for the unexpired part of the Insurance. The Policy may also be cancelled by the You by giving thirty days' notice in writing to the Company, in which event the Company will retain premium at short-period scale as per the following table provided there is no claim under the Policy during the period of Insurance. In case of any claim under the Policy no refund of premium shall be allowed

<b>Table of Short Period Rates</b>	
<b>Period of Risk (days up to)</b>	<b>Amount of premium to be retained by the Company</b>
7	10%
30	25%
60	35%
90	50%
120	60%
180	75%
240	85%
Exceeding 240	100%

### **6.7 Other Insurance**

This Policy shall apply only in excess of any other valid and collectible insurance, with the sole exception of any Policy written as specific excess insurance over the Limit of Liability provided by this Policy.

### **6.8 Governing Law and Jurisdiction**

This Policy shall be governed by the Indian Law.

### **6.9 Assignment of Policy**

This Policy and any rights hereunder cannot be assigned without Our written consent.

### **6.10 Severability of Exclusions**

For the purposes of determining the application of the Exclusions, no fact pertaining to or knowledge possessed by any Insured shall be imputed to any other Insured under this Policy and vice versa. Only the statements and knowledge or acts, errors or omissions of any Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Chief Legal Officer or equivalent positions of any entity insured shall be imputed to that entity insured.

### **6.11 Severability of Proposal**

The Proposal for this insurance shall be construed as a separate Proposal by each person insured under this Policy. With respect to the declarations and statements contained in the Proposal, no statement in the Proposal or knowledge possessed by You shall be imputed to any other person insured under this Policy and vice versa. Only the statements and knowledge or acts, errors or omissions of any Chief Executive Officer, Chief Operating Officer, Chief Financial Officer, Chief Legal Officer or equivalent positions of any entity insured shall be imputed to that entity insured.

### **6.12 Unintentional Non-Disclosure and Late Notification**

In the event of non-disclosure or misrepresentation of information to Us, then We agree not to avoid this Policy unless such non-disclosure or misrepresentation was fraudulent or with intent to deceive. However in the absence of any such fraud or intent to deceive We shall be entitled to amend the terms, conditions and premium for this Policy upon review of any information that has not (but should have) been disclosed to Us or upon review of any information that has been misrepresented to Us.

In the event that any Insured fails to comply with the provisions of Section 6.1, then We agree not to repudiate an Offering Claim provided that if We believe that such failure has prejudiced Our right to effectively associate with any Insured in the defence and settlement of any Offering Claim, then We reserve the right to deduct from any Loss an amount that We believe would have been payable had such prejudice not occurred.

In such event, We agree with any Insured that We shall use Our best efforts to agree upon a fair and proper amount of the proportion of any Loss that shall be deducted.

### **6.13 Subrogation and Assignment of Rights**

If any payments are made under this Policy, We shall be subrogated to all rights of recovery in respect of such payments. In addition, any Insured shall upon request execute all documentation that may be

necessary to enable Us to bring an action or suit in an Insured's name. Any recovery received shall be applied first against any Loss insofar as it exceeds the Limit of Liability, then against any payment made by Us, and finally against the Deductible. We will not subrogate against You under this Policy unless You are found to have committed a criminal act by final determination or by final adjudication.

#### **6.14 Singular and Plural**

Any reference to the singular shall include the plural and vice versa.

#### **6.15 Authorisation of the Company**

The Company shall act as agent on any Insured's behalf in respect of all matters of any nature relating to or affecting this Policy. We shall be entitled to treat the Company as having such authority for all purposes connected with this Policy.

#### **6.16 Several Liability of Insurers**

The obligations of the Insurers (where there is more than one) subscribing to this contract of insurance are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing Insurers are not responsible for the subscription of any co-subscribing Insurer who for any reason does not satisfy all or part of its obligations.

#### **6.17 Currency Equivalent**

It is agreed that wherever an amount appears in this Policy in INR it shall be deemed to have the following words added after the amount "(or the equivalent amount in any other currency)"

### **REDRESSAL OF GRIEVANCE**

In case of any grievance the insured person may contact the company through

Website: <https://generalicentralinsurance.com> Toll Free: 1800-220-233 / 1860-500-3333 / 022-67837800 Email: [GCicare@generalicentral.com](mailto:GCicare@generalicentral.com)

Courier: Grievance Redressal Cell, **Generali Central Insurance Company Limited**

Unit No. 301, 3rd Floor Part, Building No. 8, Mindspace IT/ITES SEZ, MIDC Industrial Area, Airavali, Navi Mumbai, Thane District – 400 708.

Insured person may also approach the grievance cell at any of the company's branches with the details of grievance.

If Insured person is not satisfied with the redressal of grievance through one of the above methods, insured person may contact the grievance officer at [GCIGRO@generalicentral.com](mailto:GCIGRO@generalicentral.com) or call at: 7900197777

For updated details of grievance officer, kindly refer the link [generalicentralinsurance.com/customer-service/grievance-redressal](https://generalicentralinsurance.com/customer-service/grievance-redressal)

If Insured person is not satisfied with the redressal of grievance through above methods, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017. Kindly refer the annexure on Grievance Redressal Procedures.



Grievance may also be lodged at IRDAI Bima Bharosa (an Integrated Grievance Management System) - <https://bimabharosa.irdai.gov.in/>

**STATUTORY NOTICE: “INSURANCE IS THE SUBJECT MATTER OF THE SOLICITATION”**

**Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited) | Registered Office:** Unit No. 801 & 802, 8<sup>th</sup> Floor, Tower C, Embassy 247 Park, LBS Marg, Vikhroli (West), Mumbai – 400083 | **IRDAI Regn. No.:** 132 | **CIN:** U66030MH2006PLC165287 | **Website:** <https://generalicentralinsurance.com> | **Email ID:** [gccicare@generalicentral.com](mailto:gccicare@generalicentral.com) | **Toll-free Phone:** 1800 220 233 / 1860 500 3333/ 022 6783 7800

# GRIEVANCE REDRESSAL PROCEDURE

Dear Customer,

At Generali Central Insurance, we continuously strive for service excellence to give you exceptional customer experience. This helps us build trust and long-term relationship with you.

We request you to read the policy document including the terms and conditions carefully. This will help you understand your plan and drive maximum benefits. We want to ensure the plan is working for you and welcome your feedback.

## What is a grievance?

"Complaint" or "Grievance" means written expression (includes communication in the form of electronic mail or voice based electronic scripts), of dissatisfaction by a complainant with respect to solicitation or sale or purchase of an insurance policy or related services by insurer and /or by distribution channel.

"Complainant" means a policyholder or prospect or any beneficiary of an insurance policy who has led a complaint or grievance against an insurer or a distribution channel.

We are always here for your help. You may use any of the following channels to reach us-

Helpline	Website	Email	Branch GRO	Complaint Form
<p><b>Call us on</b>  <b>1800 220 233/ 1860 500 3333/</b>  <b>022-67837800</b></p> <p>Senior citizens can avail priority support by choosing the senior citizen option from the helpline menu.</p>	<p><b>Click here</b>  to know more</p>	<p><b>Write to us at</b>  <b>GCIcare@generalicentral.com</b>  Senior citizens can avail priority support by writing to <b>care.assure@generalicentral.com</b></p>	<p><b>Click here</b>  to know your nearest branch.</p>	<p><b>Click here</b>  to raise complaint.</p>

## By when will my grievance be resolved?

- ▶ You will receive grievance acknowledgement from us immediately for your complaint.
- ▶ Final resolution will be shared with you within 2 weeks of receiving your complaint.
- ▶ Your complaint will be considered as closed if we do not receive any reply from you within 8 weeks from the date of receipt of response.

## How do I escalate my complaint if I don't receive a response on time?

- ▶ You may write to our Grievance Redressal Officer at **GCIgRO@generalicentral.com**
- ▶ You may send a physical letter to our Grievance Redressal Cell, Head Office at the below address:

**GENERALI CENTRAL INSURANCE COMPANY LIMITED (Formerly known as Future Generali India Insurance Company Limited)**

Unit No. 301, 3rd Floor Part, Building No. 8, Mindspace IT/ITES SEZ, MIDC Industrial Area, Airavali, Navi Mumbai, Thane District – 400 708.

## What if I am not able to register my grievance?

You can comfortably raise a grievance via any of the above-mentioned avenues. If you face any challenge, you may write to the provided email IDs for help.

If you still face any challenge, you may use any of the below options to raise a complaint with the Insurance Regulatory and Development Authority of India (IRDAI).

- ▶ Call on toll-free number: **155255**
- ▶ **Click here** to register complaint online

## Is there any special provision for senior citizen to raise grievance?

We understand our customers and their needs. Thus, have a separate channel to address the grievances of senior citizens. The concerns will be addressed to the senior citizen's channel (**[care.assure@generalicentral.com](mailto:care.assure@generalicentral.com)**) as complaints for faster attention or speedy disposal of grievance, if any.

## Insurance Ombudsman:

If you are still dissatisfied with the grievance redressal, you may approach the Office of the Insurance Ombudsman located in your vicinity, provided the same is under their purview. The guidelines for taking up a complaint with the Insurance Ombudsman, are available on the website a (**<https://www.cioins.co.in/About>**) of the Insurance Ombudsman. **Click here** to access the list of insurance Ombudsman office.

You can also lodge an online complaint through the website of the Council for Insurance Ombudsmen (CIO): **<https://www.cioins.co.in/>**