

At Generali Central Insurance Company Limited, we are committed to providing transparency and flexibility to our customers. Policyholders may cancel their general insurance policy in accordance with the policy terms and applicable regulatory guidelines.

❖ **Cancellation by Policyholder**

A policyholder may request cancellation of the insurance policy at any time during the policy tenure by giving 7 days' notice in writing through the following modes:

- ✓ Online request on our website:
<https://www.generalicentralinsurance.com/customer-service/enquiry-form>
- ✓ Email request on our registered email ID:
GCicare@generalicentral.com
- ✓ Submission of written request at the nearest branch

The request should include:

- ✓ Policy number
- ✓ Reason for cancellation
- ✓ Supporting documents, where applicable (e.g., proof of sale, alternate insurance, etc.)

❖ **Free Look Cancellation (Wherever Applicable)**

- ✓ Policyholders may cancel eligible policies within the Free Look Period, as specified in the policy document.
- ✓ In such cases, refund of premium shall be as per the Policy Terms and Conditions.

❖ **Cancellation by the Company**

The Company may cancel a policy, in accordance with the policy terms and regulatory provisions, in instances including but not limited to:

- ✓ Non-disclosure or misrepresentation of material facts
- ✓ Fraudulent activity or misrepresentation in claims

❖ **Refund of Premium**

- ✓ Refund of premium, if applicable, shall be processed on the premium paid subject only to a deduction of a proportionate risk premium for the period of cover and the expenses, if any, incurred on medical examination of the proposer and stamp duty charges

- ✓ No refund shall be payable where a claim has been made under the policy, unless otherwise specified.
- ✓ Applicable taxes and statutory levies shall be deducted as per prevailing laws.

❖ **Turnaround Time (TAT)**

- ✓ Cancellation requests shall be processed within 7 days of receipt of such request.

❖ **Regulatory Framework**

This cancellation process is governed by the applicable provisions of:

- ✓ Insurance Act, 1938 (as amended)
- ✓ IRDAI (Protection of Policyholders' Interests, Operations and Allied Matters of Insurers) Regulations, 2024
- ✓ Relevant IRDAI circulars/guidelines on policy servicing, free-look cancellation, and refund of premium

❖ **Important Notes**

- ✓ The effective date of cancellation shall be the date of receipt and acceptance of the request by the Company.
- ✓ All cancellations are subject to the terms and conditions of the policy contract.

❖ **Contact Us**

For any assistance regarding policy cancellation, please reach out to us through:

- ✓ Customer care helpline: 1860 500 3333 | 022 6783 7800
- ✓ Email support: GCicare@generalicentral.com
- ✓ Nearest branch office

❖ **Important Considerations Before Cancellation**

While customers have the right to cancel their policy at any time, we recommend evaluating the potential impact of such cancellation:

- ✓ Loss of insurance coverage and financial protection
- ✓ Break in policy continuity and associated benefits (e.g., No Claim Bonus, waiting periods where applicable)
- ✓ Possible impact on future insurability and premium rates

Customers are encouraged to explore alternative options such as:

- ✓ Modification of coverage or policy terms
- ✓ Adjustments to sum insured or add-ons
- ✓ Seeking guidance from our customer support team for suitable solutions

Note: *It is hereby clarified that the suggestion of such alternative options does not constitute a commitment or deemed acceptance by the Company, and all requests shall be subject to the Company's discretion, underwriting considerations and approval processes.*

Further, all cancellation requests shall be processed only upon satisfactory completion of applicable AML (Anti-Money Laundering) and KYC (Know Your Customer) requirements, wherever required, in accordance with prevailing regulatory guidelines.

The Company remains committed to assisting customers in making informed decisions in line with their insurance needs.