

YOUR TIME IS OUR PRIORITY...

General

Maximum Turn Around Time

- Processing of Proposal and Communication of decisions including requirements/issue of Policy/Cancellations
- Obtaining Copy of the Proposal
- Post Policy issue service requests concerning mistake/refund of proposal deposit and also Non-claim related service requests

DAYS
15

DAYS
30

DAYS
10

Life Insurance

Maximum Turn Around Time

- Surrender value/annuity/pension processing
- Maturity claim/Survival benefit/penal interest not paid
- Raising claim requirements after lodging the Claim
- Death claim settlement without Investigation requirement
- Death claim settlement/repudiation with Investigation requirement

DAYS
10

DAYS
15

DAYS
15

DAYS
30

MONTHS
6

Grievance

Maximum Turn Around Time

- Acknowledge a grievance
- Resolve a grievance

DAYS
3

DAYS
15



Sar utha ke jiyo!

NOTE: IRDA circular no IRDA/F&A/CIR/GLD/056/02/2014 mandates that all claim / maturity payments / other sum, due to the policyholders, shall be made only through electronic modes of payment. Kindly submit duly filled NEFT mandate form, along with necessary documents, at your nearest HDFC Life branch.

BEWARE OF SPURIOUS PHONE CALLS AND FICTITIOUS/FRAUDULENT OFFERS

IRDA clarifies to public that

- IRDA or its officials do not involve in activities like sale of any kind of insurance or financial products nor invest premiums.
- IRDA does not announce any bonus. Public receiving such phone calls are requested to lodge a police complaint along with details of phone call, number.

Policyholder Servicing Turnaround Time as prescribed by IRDA for Life Insurance Companies
Insurance is the subject matter of the solicitation.

HDFC Standard Life Insurance Company Limited. In partnership with Standard Life Plc. IRDA Registration No. 101. ARN: CS/05/2014/4781

Regd. Off: Lodha Excelus, 13th Floor, Apollo Mills Compound, N.M.Joshi Marg, Mahalaxmi, Mumbai - 400 011.

CIN: U99999MH2000PLC128245

Call us on our help line 18602679999 (All seven days; 9:00AM to 9:00PM; local charges apply). DO NOT prefix any country code e.g. +91 or 00/ Email us at service@hdfclife.com/ SMS SERVICE to 5676727 to place a call back request (charges apply)

IRDA TAT Poster
Size : A3