

COMPLAINT REDRESSAL POLICY

At Probus Insurance Broker Limited we demonstrate customer centricity in everything we do. Our customers are our valued stakeholders, whose satisfaction is our foremost agenda. We are committed to provide a prompt and efficient response to all its client's insurance needs. In case of any client dissatisfaction with any aspect of services provided, our endeavour is to ensure that the matter is investigated quickly and independently and to remedy any shortcomings as soon as possible. In case the customers are dissatisfied with our service, we have in place an internal mechanism to ensure effective and timely resolution of customers' complaints.

To our Customers

You can let us know of your concerns through any of our touch points mentioned below:

Option 1: You can visit the nearest Probus branch.

NOTE: Branches are closed on Sundays, national holidays and region-specific public holidays.

Option 2: Call us between 10AM - 7PM (Mon - Fri) on the Probus helpline No. 18008336700

Option 3: Write to us from your registered email ID at grievance@probusinsurance.in



Escalation Matrix

1. In case your concerns remain unaddressed within 7days you may escalate the matter to our Compliance Officer at the address mentioned below :

Compliance Officer

Probus Insurance Broker Limited
J1, Delta House, Cama Industrial Estate,
Goregaon (East), Mumbai - 400063

2. In case your concerns remain unaddressed within 15 days you may escalate the matter to our Sr Vice President Operations & Compliance at the address mentioned below :

Sr. Vice President – Operations & Compliance

Probus Insurance Broker Limited
J1, Delta House, Cama Industrial Estate,
Goregaon (East), Mumbai - 400063

In case of no revert for any further clarification, if any, from your side within 2 weeks from the date of such resolution, the company shall treat the complaint as closed at its end.

3. If you are still dissatisfied with the decision/resolution to the complaint provided by our Compliance officer and Sr Vice President ,you may approach our Principal Officer at the address mentioned below:

Principal Officer

Probus Insurance Broker Limited
J1, Delta House, Cama Industrial Estate,
Goregaon (East), Mumbai - 400063



What should I do, if I am still unhappy with the Resolution?

If you are still dissatisfied with the resolution provided, you may opt to approach the office of Insurance Ombudsman, provided the same is under their purview. The guidelines for taking up a complaint with the Insurance Ombudsman, along with their addresses are available on the consumer education website of the IRDA. <http://www.policyholder.gov.in/Ombudsman.aspx>

What should I do, if I face difficulty in registering a grievance?

While we constantly endeavour to promptly register, acknowledge & resolve your grievance, if you feel that you are experiencing difficulty in registering your complaint, you may register your complaint through the IRDA (Insurance Regulatory and Development Authority) CALL CENTER: TOLL FREE NUMBER (155255 Register your complaint ONLINE AT: <http://www.igms.irda.gov.in/>

