

Grievance Redressal

Sriyah Insurance Brokers Private Limited referred as the “Company” is concerned about the complaint/grievance of the users/clients.

This grievance redressal aims at minimizing the instances of customer complaints and grievances through proper service delivery and review mechanism to ensure prompt redressal of customer complaints and grievances. The review mechanism is aimed at helping in identification of shortcomings in service delivery, if any, and compliance with the stipulations of IRDAI Regulations.

Grievance Redressal

To ensure that the company’s grievance redressal mechanism is more meaningful and effective, a system/ process has been designed. Such a system would ensure that the redress provided is just and fair and is permissible within the given framework of rules and regulations. This grievance redressal would be made available at all regional offices/branch offices of the company. The concerned employees in the respective branch offices shall be made aware about the complaints/ grievance handling process.

Process

The process followed for addressing queries shall be:

- For any grievance, please contact us with the details by sending an email to the Grievance team, on complaints@sriyah.in.
- You can also write to **Sriyah Insurance Brokers Pvt Ltd. Office No. 7, Anna Salai (Officers Line), Hotel Baby Residency Complex, Vellore- 632 001** or call us at the number (0416) – 4500274.
- The grievance will be acknowledged within 2 working days of its receipt.
- The company shall exercise all efforts to address it, including intimation to the respective Insurance company for a quick redressal.
- If the decision/resolution provided by the Grievance Officer is not acceptable, please approach the Principal Officer of the Company at po@sriyah.in
- If the decision/resolution provided by the Principal Officer is not acceptable, the grievance may be further escalated as per the process specified by Insurance Regulatory Development Authority of India (IRDAI) in the below mentioned link: <https://policyholder.gov.in/how-to-make-a-complaint>

In case of no reply from the Complainant, within 2 weeks from the date any clarification was provided, the Company shall treat the Complaint as Closed.

Sriyah.in

Disclaimer:

Sriyah.in is an insurance domain owned by Sriyah Insurance Brokers Services Private Limited.

Head Office: Office No. 7, Anna Salai (Officers Line), Hotel Baby Residency Complex, Vellore-632 001. CIN No.: U66010KA2003PTC031462. IRDA License No: 203, Direct Broker-133/03 (Life & General), valid up to 02/04/2023 (Renews every 3 years)