

CIN: U74120UP2015PTC072806

Fincart Finvest Private Limited

Ground Floor, A-4 Sector-9, Noida, Gautam Buddha Nagar, Uttar Pradesh-201301
Contact: 9811781438, 8826320202

To,

The General Manager (Corporate Agency Dept.)

The Insurance Regulatory and Development Authority of India,
Hyderabad,

Subject: Grievance Redressal Mechanism

We do hereby undertake that the grievance redressal mechanism of Fincart Finvest Private Limited shall be enhanced to address the concerns raised by the policy holders relating to their insurance policies. Insurance products come with lot of caveats which must be explained to prospective customers so that customers take informed decision and does not face any hurdled at the time of taking benefits out of his/her insurance policy.

Under grievance redressal mechanism customer will be allowed to approach any the officers of Fincart Finvest Private Limited to register a complaint.

- All complaints will be recorded on the complaints system / register and due acknowledgment will be issued to customers with unique reference number for tracking of complaints.
- All the personnel across the corporate agency who directly or indirectly deal with customers ill be provided training to handle insurance related complaints.
- The complaints of the customers will duly review and if required, investigated suitably.
- Customers will be duly responded with review or investigation findings within the prescribed regulatory timeliness along with information regarding escalation matrix.
- As and when required a complaint will be dealt at the appropriate senior level of the corporate agency for timely and proper resolution.

Turn Around Time

The Company shall resolve all grievances within the time frame of 14 days or as prescribed by Regulatory from time to time.

In case the insurance company/ policyholder feels that they are not getting suitable revert from our end within the defined TAT, following escalation matrix needs to be followed:

Level	Name	Email Id	Escalation time frame w.r.t Received date
Level 1	Customer Support	support@fincart.com	0 to 7 days

Level 2	Grievence Officer	grievence@fincart.com	8 to 11 days
Level 3	Principal Officer	Po.insurance@fincart.com	12 to 14 days

Certified to be true

For and on behalf of:

Fincart Finvest Private Limited



Name: Ravi Dutt Sharma

Designation: Principal Officer

DIN No. 09210236



Name: Kewal Sharma

Designation: Director

DIN No. 09188874



Name: Tanwir Alam

Designation: Director

DIN -06387939