

Complaint Handling and Grievance Redressal Policy

1. Introduction

This Complaint Handling and Grievance Redressal Policy (“**Policy**”) has been formulated pursuant to the applicable provisions of the IFSCA (Insurance Intermediary) Regulations, 2021 and the IFSCA Circular on Complaint Handling and Grievance Redressal dated December 02, 2024, to ensure prompt and fair resolution of complaints received from Customers and Prospects by Alliance Insurance Brokers Private Limited (“**Company**”).

The Company is committed to providing the highest standards of service and ensuring that customer complaints are handled efficiently, transparently, and in a timely manner.

2. Objective

The objectives of this Policy are:

- To lay down a framework for prompt redressal of complaints.
- To comply with IFSCA’s guidelines on complaint handling and escalation.
- To build confidence and trust among customers by demonstrating transparency and accountability.

3. Definitions

(a) Complaint: Any expression of dissatisfaction made to the Company related to its services, products, employees, or processes.

(b) Complainant: A Customer or Prospect who lodges a Complaint.

Page 1 of 7

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City, Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

(c) **CRO:** Complaint Redressal Officer shall be an employee of the Company responsible for handling of Complaints received from its Complainant.

(d) **CRAO:** Complaint Redressal Appellate Officer shall be a senior level person of the Company designated for handling appeals of Complainant against the decision taken by the Complaint Redressal Officer (CRO) of the Company.

4. Scope

This Policy applies to:

- All complaints received from Customers or Prospects in relation to the Company's insurance broking activities conducted through its IFSC Insurance Office.
- Complaints received through any medium — written, email, phone, or online portal.

5. Governance Structure

First Level | Complaint Redressal Officer (CRO):

Ms. Mradula Kunder, Senior Manager | Based at GIFT City Branch

Second Level (Appeal) | Complaint Redressal Appellate Officer (CRAO):

Mr. Salil Ranjan Das, Director of the Company | Based at Head Office, Mumbai

6. Complaint Lodgement Channels

Complaints can be lodged through:

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City, Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

- Email: info_iiio@allianceinsurance.in
- Physical submission at the branch premises during working hours.

7. Complaint Redressal Procedure

7.1 Acknowledgement:

On receipt of the Complaint, CRO shall make an assessment on the merits of the Complaint.

- In case of acceptance, the CRO of the Company shall acknowledge in writing or via email within 3 working days of receipt.
- In case of non-acceptance, the CRO of the Company shall inform the Complainant within 5 working days along with reasons.

7.2 Resolution Timeline:

- The CRO shall investigate and resolve or reject the Complaint within 30 working days from the date of receipt of Complaint.
- In case of rejection of a Complaint, the CRO shall give reasons for rejection of the Complaint, in writing.

7.3 Escalation (Appeal):

- If the complainant is not satisfied with the resolution provided by the CRO, they may escalate the matter to the CRAO within 21 days of receiving the response from the CRO.
- The CRAO shall provide a final resolution within 30 working days from the date of escalation.

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City, Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

7.4 Final Recourse:

- If the Complainant is not satisfied even after the decision of the CRAO, they may approach the Grievance Redressal Committee at IFSCA through email to grievance-redressal@ifsc.gov.in within 21 days from the receipt of the decision from the CRAO.

8. Record Keeping

- The Company shall maintain all records relating to the handling of complaints, including the following:

- i. Complaints received and processed;
- ii. All correspondence exchanged between the CRO / CRAO and the Complainants;
- iii. All information and documents examined and relied upon by the CRO / CRAO while processing the Complaints;
- iv. Outcome of the Complaints;
- v. Reasons for rejection of Complaints, if any;
- vi. Timelines for processing Complaints; and
- vii. Data of all Complaints handled by it.

- All complaints shall be recorded, tracked, and monitored through a Complaint Register.

- Records of complaints and their resolution shall be maintained for a minimum period of six (6) years.

9. Reporting and Monitoring

- A summary of complaints received, resolved, and pending shall be placed before the Board/Designated Director on a quarterly basis.

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City, Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

- The CRAO shall ensure periodic reporting to IFSCA as per applicable guidelines.

10. Review and Amendments

This Policy shall be reviewed every three years or as and when required due to regulatory changes.

11. Contact Details

CRO: Ms. Mradula Kunder | mradula@allianceinsurance.in | 8879936231

CRAO: Mr. Salil Ranjan Das | salildas@allianceinsurance.in | 9820080792

12. Disclosure

A copy of this Policy and the contact details of the CRO and CRAO shall be prominently displayed:

- At the branch premises for public access.

Approved by:

Board of Directors of Alliance Insurance Brokers Private Limited

Approval Date: 02/09/2025

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City,
Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

Customer Complaint Form

Date: _____

Complaint Reference No. (To be filled by Company): _____

A. Complainant Details

Name of Complainant: _____

Policy No. / Reference No. (if any): _____

Contact Number: _____

Email Address: _____

Address:

_____**B. Nature of Complaint**

Please tick:

☐ Policy Issuance ☐ Premium Related ☐ Claims Related ☐ Service Related☐ Misrepresentation ☐ Others (please specify): _____**C. Details of Complaint**

Description of Issue: _____

D. Supporting Documents

Please attach relevant documents:

☐ Policy Document ☐ Premium Receipt ☐ Correspondence ☐ Others**E. Preferred Mode of Communication**

Page 6 of 7

Alliance Insurance Brokers Private Limited**IIIO Office:** Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City,
Gandhinagar-382355, Gujarat, India.**Registered Office:** 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in

☐ Email ☐ Phone ☐ Postal Mail

F. Declaration

I hereby declare that the information provided above is true and complete.

Signature of Complainant: _____

Date: _____

Office Use Only

Received By: _____

Date of Receipt: _____

Acknowledgement Sent On: _____

Complaint Reference Number: _____

Alliance Insurance Brokers Private Limited

IIIO Office: Unit No. 428, 4th Floor, Signature Building, Block 13-B, Road 1C, Zone-I, GIFT SEZ, Gift City,
Gandhinagar-382355, Gujarat, India.

Registered Office: 8th Floor, Gold Crest, 10th Road, Juhu, Vile Parle (West), Mumbai 400 049, Maharashtra, India.

CIN: U67200MH2003PTC141621 • IFSCA Registration No. IFSCA/IIIO/007/2018-19

Composite Insurance Broker • Validity Period: 13-10-2024 to 12-10-2027

Tel: +91 8828218792 • Email: info_iiio@allianceinsurance.in • Website: www.allianceinsurance.in