

Annexure VI

Ref No. (td Complaint No.)

Date: (Date)

Name of Complainant

Full Address

Dear Sir/Madam,

Re: Complaint No. : (td Complaint No.)

Complainant: Name of Complainant

V/S

Respondent (td. Insurance)

You are hereby informed that your complaint dated (Complaint letter Date...) has been registered arising out of policy No. (td. Policy No.) issued by the respondent.

You shall send your written consent in terms of Rule 12 (2) of the Redressal of Public Grievance Rules, 1988 for Ombudsman to act as a mediator between yourself and the Company and give his recommendation for the resolution of the complaint.

You shall also send the details of the complaint (as per annexure VI A) with copies of all the documents in support of your claim/grievance against the decision of the insurance company along with the copies of representation made by you to the insurance Company against the final decision of the Company and the decision against your grievance, if any received from the insurance Company. Please send a photocopy of the full policy document duly signed by you.

All the above documents should reach this office within 10 days from the receipt of this Notice.

If we do not receive the above referred requirements within the stipulated time we shall close the complaint without further correspondence in this matter.

Yours Faithfully

Asst./Dy. / Secretary

ENCL: as above