

WORLD'S BEST
INSURANCE
COMPANIES

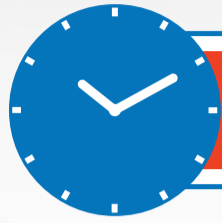
Forbes
2024

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Star Union Dai-ichi
Life Insurance

A joint venture of



Turnaround Time

for servicing the policyholder as per IRDAI regulations



New Business Proposal Processing

Processing of insurance proposal and seeking further requirements for consideration of the proposal.	07 days
Decision on proposal from the date of receipt of proposal or from the date of receipt of additional requirement, whichever is later.	07 days
Providing a copy of the policy along with the proposal form.	15 days



Post Policy Service Request

Post policy service requests concerning mistakes/corrections in the policy document.	07 days
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Free Look Cancellation

Free look cancellation & refund from the date of receipt of request.	07 days
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Policy Servicing (from the date of receipt of request for the service specified)

Change of address (KYC norms to be complied)	07 days
Registration/Change of nomination, assignment	07 days
Inclusion of new member in case of group policy	07 days
Alteration in original policy conditions (where applicable)	07 days
Policy loan	07 days
Unit/Index linked insurance policy switch, top-up, and other related services.	07 days
Decision on policy revival after receipt of all requirements.	07 days
Issue of Premium Payment Certificates (PPC)	07 days
Issue of duplicate policy	07 days

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Claims

Death claims settlements (not requiring investigations)	15 days
Early death claims requiring investigations - decision and payment.	45 days
Settlement of health claims	15 days



Survival, Maturity, Annuity Payments

Settlement of maturity claims	On due date
Settlement of survival benefits	On due date
Annuity payments/Pension payment	On due date
Surrender or partial withdrawal of policy	07 days



Auto Action by the Insurer

Premium due intimation	One month before due date
Policy payments information (survival benefits, maturity benefits, etc.)	One month before due date



Complaints

Acknowledgement to complainant	Immediately
Action on complaint and intimation of decision to the complainant.	14 days
If complaint is NOT resolved by the Insurer, communicate the details to the policyholder of options including referring the complainant to Insurance Ombudsman Consumer Court.	14 days from date of receipt of original complaint*

*(The policyholder may approach the Insurance Ombudsman if his/her complaint is not resolved within 30 days or if the decision of the company is not acceptable to the policyholder.)

Star Union Dai-ichi Life Insurance Company Limited | IRDAI Regn. No: 142 | CIN: U66010MH2007PLC174472

Registered Office: 11th Floor, Vishwaroop I.T. Park, Plot No. 34, 35 & 38, Sector 30A of IIP, Vashi, Navi Mumbai-400703 | 1800 266 8833 (Toll Free) | Timing: 9:00 am - 7:00 pm (Mon - Sat) | Email ID: customercare@sudlife.in | Visit: www.sudlife.in | Trade-logo displayed belongs to M/s Bank of India, M/s Union Bank of India and M/s Dai-ichi Life International Holdings LLC and are being used by Star Union Dai-ichi Life Insurance Co. Ltd. under license.

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