

Policyholder Servicing Turnaround Time*

General

- Processing of proposal and communication of decisions including requirements/issuance of policy/cancellation.
- Obtaining a copy of the proposal form.
- Post Policy issue service requests /refund of proposal deposit and also Non-claim related service requests

Maximum Turn Around Time

Calendar Days

15

15

15

Life Insurance

- Surrender/Withdrawal
- Maturity Claims/Survival Benefit/Annuities
- Raising claim requirements after lodging the claim.
- Death claim settlement without investigation requirement.
- Death claim settlement/repudiation with investigation requirement.

15

On due date, if all necessary documents are received upto 7 calendar days prior to due date. Else, 7 calendar days from the date of receipt of the last required document.

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30 days from the date of receipt of the last necessary document.

Investigation should be completed not later than 90 days from the date of receipt of claim intimation and the claim shall be settled/repudiated within 30 days thereafter.

Grievance

- Resolve a grievance.

15

Health

- Health claim settlement without investigation requirement.
- Health claim settlement/repudiation with investigation requirement.

30 days from the date of receipt of the last necessary document.

For Health Claims, investigation should be completed not later than 30 days from the date of receipt of the last necessary document and the claim shall be settled/repudiated within 45 days from the date of receipt of the last necessary document.



Sar utha ke jyo!

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*As prescribed by IRDAI for Life Insurance Companies.

Verify/update your mobile number and Email ID at any of our touchpoints mentioned below to receive policy updates via SMS and email.

Electronic payment of claim/maturity/ other dues is mandatory. Submit NEFT documents at any HDFC Life branch or email us at service@hdfclife.com. Please ignore, if submitted.

Any unclaimed amount will be invested in "Money Market Instruments, Liquid Mutual Funds and/or fixed deposit of scheduled banks". Administration and Fund management charge up to a maximum of 0.20% per annum will be applicable on unclaimed fund.

www.hdfclife.com

1860-267-9999 | 022-68446530
(Local charges apply) (STD Charges apply)

Available Mon-Sat from 10 am to 7 pm
Do not prefix any country code e.g. +91 or 00.

service@hdfclife.com

nriservice@hdfclife.com
(For NRI customers only)

Chat Bot - Elle
(Available on HDFC Life website & My Account)



WhatsApp Bot - Etyy (Available on official WhatsApp) +91 82918 90569

To receive important updates regarding your policy through WhatsApp, please give a missed call on **9222273574** from your registered mobile number.

HDFC Life Insurance Company Limited. CIN: L65110MH2000PLC128245. IRDAI Registration No. 101.

Communication Address: 11th Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400 011.

Regd. Office: 13th Floor, Lodha Excelus, Apollo Mills Compound, N.M. Joshi Marg, Mahalaxmi, Mumbai - 400 011. MSCRO426614072211