



# MANAPPURAM INSURANCE

## COMPLAINT REDRESSAL MECHANISM

<b>Name of the Company</b>	- <b>Manappuram Insurance Brokers Limited</b>
<b>Registered Office</b>	- <b>1<sup>st</sup> Floor, IV /470(old) W638 (New), Manappuram House, Valapad, Thrissur KL 680567 IN</b>
<b>Category of Broker</b>	- <b>Direct Insurance Broker (Life and General)</b>
<b>License Code</b>	- <b>DB 326/05</b>
<b>Certificate No</b>	- <b>335.</b>
<b>License Validity</b>	- <b>02/11/2015 to 01/11/2018</b>

**Step 1-**

Write to us at:-

To,  
The Customer Support Team  
Manappuram Insurance Brokers Limited  
1st Floor, IV /470(old)W638(New),  
Manappuram House,  
Valapad Thrissur KL 680567 IN

OR

Email us at:- [customerconnect@maibro.in](mailto:customerconnect@maibro.in)

OR

Call us at:- +91-7594810207/9

In case you are satisfied with our resolution and we do not hear from you within 2 weeks for any further clarification, the company shall treat the complaint as closed.

**Step 2-**

In case your concerns remain unaddressed within five working days you may escalate the matter to our Compliance Officer at the address mentioned below:

Write to:-

**Compliance Officer**  
Manappuram Insurance Brokers Limited  
1st Floor, Manappuram House, Valapad P.O.,  
Thrissur-680567, Kerala.

OR

Mail at: [cs@maibro.in](mailto:cs@maibro.in)

OR

Call :-+91-9020908061

In case you are satisfied with our resolution and we do not hear from you within 2 weeks for any further clarification, the company shall treat the complaint as closed.

**Step 3-**

If you are still dissatisfied with the decision/resolution to the complaint provided by our

Compliance Officer or complaints remains unaddressed within five working days you may escalate the matter to our Principal Officer at the address mentioned below:

**Principal Officer**

Manappuram Insurance Brokers Limited  
1st Floor, Manappuram House, Valapad P.O.,  
Thrissur-680567, Kerala

OR

Mail id: [po\\_manappuram@maibro.in](mailto:po_manappuram@maibro.in)

OR

Phone: +91-9322237265

In case you are satisfied with our resolution and we do not hear from you within 2 weeks for any further clarification, the company shall treat the complaint as closed.

**Step 4-**

If you are still dissatisfied with the decision/resolution to the complaint provided by our Principal Officer or complaints remains unaddressed within five working days you may escalate the matter to IRDAI at the address mentioned below:

Approach the Grievance Redressal Cell of the Consumer Affairs Department of IRDAI:

- Call Toll Free Number **155255 (or) 1800 4254 732** or
- Send an e-mail to [complaints@irda.gov.in](mailto:complaints@irda.gov.in)

Make use of IRDAI's online portal - Integrated Grievance Management System (IGMS):

- Register and monitor your complaint at [igms.irda.gov.in](http://igms.irda.gov.in)

Send a letter to IRDAI with your complaint:

- Fill and send the Complaint Registration Form along with any letter or enclosures, if felt necessary, by post or courier to:

**General Manager**

**Insurance Regulatory and Development Authority of India(IRDAI)**

**Consumer Affairs Department- Grievance Redressal Cell.**

**Sy.No.115/1,Financial District, Nanakramguda,**

**Gachibowli, Hyderabad-500032**