

### **Complaint Redressal Mechanism**

The following are the FOUR steps that are involved in a complaint redressal mechanism. This customer complaint can be registered by the customer.

#### **Step 1-**

Write to us at: -

The Customer Support Team  
Manappuram Insurance Brokers Limited  
2<sup>nd</sup> Floor, Manappuram House,  
(Old Building) Valapad,  
Thrissur KL 680567 IN

OR

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

OR

Call us at: - **1800-123-624276** (Toll Free No.)

A **Service Request Number** is created and the complaint addressed within 48 hours.

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  
2<sup>nd</sup> Floor, Manappuram House,  
(Old Building) Valapad P.O.,  
Thrissur-680567, Kerala.

OR

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

OR

Call :-+91-7594810201

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  
2<sup>nd</sup> Floor, Manappuram House,  
(Old Building) Valapad P.O.,  
Thrissur-680567, Kerala

OR

Mail id: [Jayaprasadj@maibro.in](mailto:Jayaprasadj@maibro.in)

OR

Phone:-+91-9655737654

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 remain 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 - **Bima Bharosa**:

- Register and monitor your complaint at [\*\*https://bimabharosa.irdai.gov.in/\*\*](https://bimabharosa.irdai.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)**

**Policyholder's protection & Grievance Redressal Department – Grievance Redressal Cell.**

**Sy.No.115/1, Financial District, Nanakramguda,  
Gachibowli, Hyderabad – 500 032.**

The complaint Redressal mechanism would be displayed at all offices. The mechanism would be clearly visible to the customers.