

| Sr. No | DESCRIPTION OF SERVICE                             | Servicing TURN AROUND TIME (TAT)                      |
|--------|--|---|
| 1      | TAT acceptance of proposal                         | 07 days from the date of receipt of the proposal form |
| 2      | TAT for issuing of policy along with proposal form | 15 days of the acceptance of a proposal               |
| 3      | TAT for passing an endorsement                     | 07 days from the date of receipt of request           |
| 4      | TAT for policy servicing                           | 07 days from the date of receipt of request           |
| 5      | TAT for appointment of surveyor                    | 24 hours of claim intimation                          |
| 6      | TAT for receipt of survey report                   | 15 days from appointment                              |
| 7      | TAT for claim approvals                            | 7 days from survey report / Assessment Sheet          |
| 8      | TAT for settlement of claims                       | 7 days from survey report                             |