



Do Good.

## **Grievance/Complaint Redressal Mechanism Note**

Neo Risk Management & Insurance Brokers Private Limited ("NRMIBPL") is a Composite Insurance Broker engaged in the business of Insurance Broking and Risk management services within the parameters as laid down by Insurance Regulatory and Development Authority of India (IRDAI).

Grievance means dissatisfaction about an action or lack of action, about the standard of service/deficiency of service of an insurance intermediary or asks for remedial action. Grievance/Complaint Redressal Mechanism has been set up for the resolution of any dispute or grievances/ complaints by users and / or clients in respect of the services provided/placed by NRMIBPL. The review mechanism is aimed at helping in the identification of shortcomings in service delivery, if any and compliance with the stipulations of applicable IRDAI guidelines.

Grievance/Complaint resolution is handled by NRMIBPL that specialize in grievances/ complaints redressal role and are empowered to take decisions. The Grievance/Complaint will be acknowledged within 14 days of receipt of correspondence.

Customers are requested to submit their written complaint at the given Email ID.

Whom to Write	Level	Name of the Person	Email ID	Contact Details
	1 <sup>st</sup>	Balaji Cuddapah (Compliance Officer)	balaji.cuddapah@neo.group	7738500678
	2 <sup>nd</sup>	Nitin Mehta (Principal Officer)	nitin.mehta@neo.group	7738500678

One can also send us a letter with Attn to: Principal Officer  
Neo Risk Management & Insurance Brokers Private Limited  
Address: B-903, Marathon Futurex, Lower Parel, Mumbai, Maharashtra - 400013

If the decision/resolution provided by the NRMIBPL is not acceptable, the Grievance may be further escalated as per the process specified by IRDAI at the link: <https://policyholder.gov.in/how-to-makeacomplaint>.