

Grievance/Complaint Redressal Mechanism Note

Prudent Insurance Brokers Private Limited ("PIBL") is the Composite Insurance Broker in the business of Insurance Broking and Risk management services within the parameters as laid down by Insurance Regulatory Development Authority of India (IRDAI). We also have a branch office in International Financial Services Centres Authority (IFSCA) which operates within the parameters laid down by IFSCA.

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 PIBL. 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 & IFSCA guidelines.

Grievance/Complaint resolution is handled by PIBL Team 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 st	Grievance Specialised Officer	complaints@prudentbrokers.com	022 3306 6000
	2 nd	Bhavik Mehta (Compliance Officer)	bhavik.mehta@prudentbrokers.com	022 3306 6095
	3 rd	Vijay Rampal (Principal Officer)	vijay.rampal@prudentbrokers.com	022 3306 6061

One can also send us a letter with Attn to: Principal Officer

Prudent Insurance Brokers Private Limited

Address: First Floor, Tower B, Peninsula Business Park Tower, G.K. Marg, Lower Parel, Mumbai, Maharashtra 400013

The company shall exercise all efforts to address it, including intimation to the respective insurance company for quick redressal.

If the decision/resolution provided by the PIBL is not acceptable, the Grievance may be further escalated as per the process specified by IRDAI in the below mentioned link: <https://policyholder.gov.in/how-to-make-a-complaint>.