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## Home Claim Procedure

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- ➤ Log your claim by calling our toll free number 1800 209 8888.
- ➤ Provide relevant information, which includes your policy and other details regarding your claim. Consequently, your claim request is authenticated and is escalated to the company's claims department.
- ➤ Company's claims department validates and registers the request. They appoint a surveyor within 48 hours.
- ➤ The insured submits all the relevant documents to the surveyor. The surveyor submits the Final Survey Report (FSR) along with the documents within 7 days.
- ➤ If surveyor is not appointed, the company's claims department sends a letter of requirement for submitting documents to the insured within 24 hours of claim intimation.
- ➤ On receipt of documents, the claims department processes the claim within 7 days. On approval of the claim, a letter is send to the insured giving the approved amount of settlement along with the discharge voucher.
- ➤ Payment cheque is released on receipt of the signed discharge voucher.