

Annexure I

S.No	Description	Servicing TATs
1	Acceptance or rejection of proposal form	15 days
2	Refund of proposal deposit, if proposal is not accepted/ extra premium charged	15 days
3	Appointment of Surveyor	72 hours
4	Commencement of work by Surveyor	48 hours from the time of appointment
5	Interim report by Surveyor	15 days from the date of appointment
6	Final report by Surveyor	30 days from the date of appointment 90 days in respect of commercial/ large risk
7	Claim Settlement	30 days from the receipt of last required document
8	Health Claims settlement / Repudiation (without investigation)	30 days from the date of receipt of last required document
9	Health Claims settlement / Repudiation (with investigation)	45 days from the date of receipt of last required document
10	Other Service requests	10 days from the date of receipt of last required document