

TURN AROUND TIME APPLICABLE TO MOTOR PRODUCTS

Sr. No.	Activity		Turn Around Timelines(TAT)
1.	Acceptance of Proposal		7 days from the date of receipt of proposal
2.	Issuing of policies		4 days from the date of proposal acceptance
3.	Passing an endorsement		6 days from the date of request received
4.	Policy Servicing	Providing copy of the proposal form and copy of the policy document	30 days from the date of acceptance of the proposal.
		Processing of proposal and communication of decisions	7 days from the date of receipt of the proposal or the date of receipt of any requirement called for, whichever is later.
		Refund of the Premium Deposit	Within 7 days from the date of underwriting decision.
		Post policy issue service requests concerning mistakes and non-claim related service requests	7 days from the date of the request
5.	Appointment of Surveyor		24 hours from the date of claim intimation
6.	Receipt of surveyor report		15 days from the date appointment of the surveyor
7.	Claim decision		7 days from the survey report

