

Grievance / Complaint Redressal Mechanism

As an Insurance & Reinsurance Broker, Interlink Insurance and Reinsurance Broking Private Limited ("the Company") is committed to providing clients with fair, transparent, and efficient services.

In line with the IRDAI (Insurance Brokers) Regulations, 2018, Complaint Handling & Grievance Redressal Policy outlines the procedure for complaint handling and grievance redressal.

Definition

A grievance means dissatisfaction about an action or lack of action, about the standard of service or deficiency of service by the Company, or a request for remedial action.

This mechanism ensures fair review, timely resolution, and compliance with IRDAI Regulations, Circulars & Guidelines.

Process

- The Company acknowledges all grievances within 14 days of receipt.
- Customers may send their written complaints through email or post at the details given below.
- The Company will coordinate with respective insurers, if required, to ensure quick redressal.

Escalation Matrix

Level	Contact Person
Level 1	Compliance Officer – Mrs. Mital Chavan email: mital.varia@interlinkre.com Contact: +91-22-67340000
Level 2	Grievance Officer – Mr. Shashi Gokarn email: grievances@interlinkre.com Contact: +91-22-67340000
Level 3	Principal Officer email: po_interlink@interlinkre.com Contact: +91-22-67340000 Address: 501-504, Sai InfoTech, Patel Chowk, R.B. Mehta Road, Ghatkopar (East), Mumbai – 400077, India

Further Escalation (External)

If unresolved or unsatisfied within the above process, clients may approach:

IRDAI Grievance Redressal Cell

Toll-Free: 155255 / 1800-4254-732

Email: complaints@irda.gov.in

Address: Consumer Affairs Department, IRDAI, Sy. No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad – 500032

Interlink Insurance and Reinsurance Broking Private Limited.

is committed to resolving all grievances promptly and maintaining the highest standards of client service and regulatory compliance.



(Version 2.0)

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501-504, Sai InfoTech, Patel Chowk, R B Mehta Road, Ghatkopar (East), Mumbai - 400077, India

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IRDAI Certificate of Registration No.: 764 | Category: Composite | Validity: 05 Aug 2021 to 04 Aug 2024 | CIN:U66000MH2019PTC326621 | GSTIN: 27AAFCI3055B1ZY