

# Grievance Portal - User Guide

Welcome to the Grievance Portal of Anand Rathi Insurance Brokers Limited! This user manual is designed to guide you through the steps of using the Grievance Portal Link on our company's website. This portal is designed to facilitate the submission and resolution of any concerns or complaints you may have regarding our products or services. Follow these simple steps to navigate the Grievance Portal:

## Step 1: Accessing the Grievance Portal

1. **Open Your Web Browser:** Launch your preferred web browser on your computer, smartphone, or tablet.
2. **Go to Our Company's Website:** Type or click on the web address of our company's website in the address bar of your browser. Our website address is [www.anandrathiinsurance.com](http://www.anandrathiinsurance.com)
3. **Navigate to the Grievance Portal:** Look for "Contact Us" section on our website's homepage. Click on the link or tab labelled as "Grievance Redressal" to proceed.

## Step 2: Logging In

1. **Enter Your Credentials:** Grievance Portal requires you to log in. Select "Customer" option from the drop down menu. Under "Login With" field enter your registered **Mobile number / PF Number** associated with your policy.
2. **Click on "Login" or "Submit":** Once you click on validate option, you will receive an OTP on your registered mobile number. Enter the OTP in the designated field and click on the "Login" button to access the Grievance Portal.

## Step 3: Submitting Your Grievance

1. **Raise your Concern:** Click on "Create New Grievance" tab. This could include product issues, service complaints, or other related matters.
2. **Provide Details:** Fill out the required fields (policy number, nature of complaint in specific) with accurate information regarding your grievance. Be sure to include relevant details under "Brief Description of the Complaint" tab such as dates, order numbers, and descriptions of the issue.
3. **Attach Supporting Documents (If Applicable):** If you have any supporting documents such as photos, screenshots, or files related to your grievance, you can upload them using the provided option.
4. **Submit Your Grievance:** Once you've filled out all the necessary information, review your submission to ensure everything is correct. Then, click on the "Submit" button to officially lodge your grievance.

#### Step 4: Tracking Your Grievance

1. **Confirmation Email:** After submitting your grievance, you may receive a confirmation email acknowledging receipt of your complaint. This email may contain a reference number for tracking purposes.
2. **Check Status:** You can check the status of your grievance by logging back into the Grievance Portal and navigating to the "List of Grievances" section. Here, you'll be able to see if your grievance is being processed, under review, or resolved.
3. **Follow-Up:** If you haven't received a response within a reasonable timeframe or if you have any additional information to provide, you can follow up on your grievance by contacting our customer support team directly through phone call **1800-88-97097** from Monday to Saturday between 9 am and 6 pm (excluding Public holidays) or email on **[ins-grievances@rathi.com](mailto:ins-grievances@rathi.com)**

#### Step 5: Resolution

1. **Response from Company:** Once your grievance has been reviewed, you'll receive a response from our company regarding the actions taken to address your concerns. This could include resolutions, explanations, or requests for further information.
2. **Feedback:** If your grievance remains unresolved after 14 days or if you are unhappy with the resolution provided, you have the option to escalate the matter by emailing us at [po\\_anandrathiinsurance@rathi.com](mailto:po_anandrathiinsurance@rathi.com).  
Should the decision/resolution still not meet your satisfaction, you can choose to approach the Insurance Regulatory Development Authority of India (IRDAI) at <https://bimabharosa.irdai.gov.in> or the Insurance Ombudsman at <https://cioins.co.in/Complaint/Online> respectively to register a complaint. Your feedback is valuable to us, and we're dedicated to ensuring a seamless resolution to your concerns.

Thank you for using our Grievance Portal to voice your concerns. We are committed to addressing your grievances in a timely and effective manner to ensure your satisfaction with our products and services. If you have any further questions or need assistance, please don't hesitate to contact us.