

Customer Grievance Redressal Policy

Glide insurance Broking Services Pvt Ltd is committed to extend the best possible services to its customers. This grievance redressal policy aims to reduce instances of customer complaints through a proper process and review mechanism.

The review mechanism is in compliance with IRDAI regulations and specifies a specific process to address your grievances in an effective and timely manner:

The process followed to address all grievances shall be:

- For any grievance, please contact our grievance team by sending an email to grievance@glideinsurance.com with all the relevant information.
- You can also visit or write to **Glide Insurance Broking Services Pvt. Ltd. 16th Floor, Kapil Towers, Financial District, Nanakramguda, Hyderabad – 500032. Telangana.**
- All the grievances from walk in customers will be acknowledged immediately.
- All written grievances will be acknowledged within 3 working days of the receipt of the complaint.
- Glide Insurance Broking Services Pvt Ltd shall make all efforts to address the grievance including Coordination with respective Insurers for quick redressal depending on type of grievance received.
- In case your concerns remain un-addressed for 14 working days, you may escalate the matter to our Principal Officer at Email: Principalofficer@glideinsurance.com
- In case you are not satisfied with the response you may please feel to write to Insurance Regulatory and Development Authority through email to complaints@irda.gov.in.
- In case of no revert for any further clarification, from your side within 2 weeks from the date of such resolution, the company shall treat the complaint as closed.