

Grievance redressal mechanism

Grievance to be reported to customer care support@apollo247insurance.com

Customer care to try to resolve within 5 days

If not resolved within 5 days, to be escalated to grievance redressal officer
grievance.officer@apollo247insurance.com

If not resolved by GRO within 12 days, then, escalation to Principal Officer (PO)
principalofficer@apollo247.org who shall resolve the matter by the end of the 14th day from the date of receipt of complaint

If not resolved by the PO, to be escalated to the Insurance company

Follow up with them and revert to customer

Escalation Level

Level	Role
Level 1	Customer Care to resolve the complaint within five (5) days of receipt of Complaint E mail ID: support@apollo247insurance.com
Level 2	Grievance redressal officer to resolve the complaint within twelve (12) days of receipt of Complaint E mail ID: grievance.officer@apollo247insurance.com
Level 3	Principal Officer to resolve the complaint within fourteen (14) days of receipt of Complaint E Mail ID: principalofficer@apollo247.org