

Claims settlement

Client : Honeywell Technology Solutions Lab., Bangalore

Cover : Corporate Blanket Cover for Foreign travel

What Happened - Five Employees of Honeywell were on an assignment at Phoenix in US. They were returning in a Car on 14/06/03 and at 19.30, their Car was hit by another car. It was a tragedy that two people sitting the rear seat namely Mr. Sunil Siddeswara Swamy and Mr. Shastri Ajit Hosudi were badly injured. They were immediately admitted in a hospital and expired the same day in the Hospital. Our heartfelt condolences are there with the family for the untimely bereavement.

Role Of Bajaj Allianz - The CFO of Honeywell, Mr. Ramanathan called the Bangalore RM, Mr. J. K. Bhagat around 15.30 IST on 15/06/03. Immediately the Bangalore office informed our worldwide Travel Insurance Service Provider - International SOS Private Limited at Delhi. They sought the details from their office in Philadelphia, who got in touch with Honeywell Project

Manager and obtained the details of Accident. They reverted to us confirming the demise of the two Honeywell employees.

A conformation of the coverage provided to them was informed to International SOS and our office requested them to extend all possible assistance to Honeywell.

We settled the Personal Accident claims of both the employees on 18.06.03 for Rs.23,38,500.00 (equivalent to USD 50,000) and handed over the Payorder on the same day. The time taken for settlement was 4 days flat from the date of claim intimation and the unfortunate incident.

Meanwhile the client requested us for early repatriation of the mortal remains and also to route them through Bangalore Customs, to avoid unnecessary hardship to the bereaved families. The Bajaj Allianz office acted very fast and ensured that the mortal remains reached Bangalore by 22/06/03. Bajaj Allianz had also taken extreme care in arranging for hassle-free autopsy, embalming of the bodies, packing

them in coffins in perfect manner through the service provider, who have commissioned Undertakers both in US as well as in Bangalore, to handle all formalities. The service provider also organised cancellation of passport of the deceased as well as obtaining required documentation for bringing in the mortal remains. The air tickets for the relatives accompanying the mortal remains, though the request was made to Bajaj Allianz at the last moment by Honeywell, was also arranged.

In order to fulfill Honeywell's request for receiving the mortal remains through Bangalore Customs, Bajaj Allianz had to reschedule the travel arrangements for a Lufthansa flight, which lands at Bangalore directly.

Lessons learnt - Bajaj Allianz could speedily settle the claim because of the close co-ordination between the client and service provider. A constant six hourly updates was shared between the HO, Bangalore office, client and their US office and the service provider.

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neywell.com>

23/06/2003 09:57 AM

Vijay & Bhagat

Thanks for all your cooperation. We received the mortal remains on Saturday mid-night and the final rites were performed by the parents of the deceased on Sunday. Thanks for the settlement cheque too and the turnaround time is Too good. We have the filled application. Please let us Know how do you Want them to be sent.

Regards
Ram

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