

Claim Settlement

Client : Sandvik Asia Limited

Cover : Group Personal Accident

What Happened -

One of the employees of Sandvik Asia Limited met with an accident at the Pune-Mumbai Expressway on Sunday 26th October 2003.

Role of Bajaj Allianz -

The news of this tragic death of the employee was read in

newspapers by one of our Team members, who informed about it in the regional office. Unfortunately the clients office was closed for Diwali holidays and hence the news could not be confirmed immediately. However, the Pune office received confirmation of the same on 27th October. On 1st November, the first day of office for the clients after Diwali, Bajaj Allianz immediately released the cheque for the interim payment of the claim. The client was really happy and vowed to work only

with us in the future. At the time of going to press, we heard that the full amount of the claim was settled after receiving the necessary documents.

Lessons Learnt -

Keep your eyes and ears open. Don't wait for the client to inform and if you have the information, go ahead and do the needful. This is known as providing **Customer Delight** and not mere **Customer Satisfaction**.