

# NOTICE TO POLICYHOLDERS ON AMENDMENT OF ARBITRATION CLAUSE IN INSURANCE CONTRACTS

Dear Esteemed Customers,

If there is a dispute between You and Us in relation to the Claim:

## RETAIL POLICIES:

Arbitration clause is not applicable.

- i) if Insured person is not satisfied with the redressal of grievance through given methods by the Company, the insured person may also approach the office of Insurance Ombudsman of the respective area/region for redressal of grievance as per Insurance Ombudsman Rules 2017 - <https://cioins.co.in/Complaint/Online>
- ii) Grievance may also be lodged at IRDAI Integrated Grievance Management System <https://bimabharosa.irdai.gov.in>

## COMMERCIAL POLICIES:

The parties to the contract may mutually agree and enter into a separate Arbitration Agreement to settle all disputes in relation to this policy. Arbitration shall be conducted under and in accordance with the provisions of the Arbitration and Conciliation Act, 1996.

Note: Above changes are applicable from 27th Oct 2023, as per directions given by IRDAI Circular Ref: IRDAI/NL/CIR/MISC/188/10/2023.

**If you wish to bring above changes in your existing policy, you may approach Us through: -**



[Bagichelp@bajajallianz.co.in](mailto:Bagichelp@bajajallianz.co.in)



1800-209-5858 (Toll Free)