



GRIEVANCE REDRESSAL PROCESS

NARAYANA HEALTH INSURANCE LIMITED

**Regd. Address: No. 258/A, Bommasandra Industrial Area, Anekal Taluk,
Bangalore - 560099, Karnataka, India**

Grievance Redressal Process

Step 1:

Call the Customer Support at **+91 98210 34071**
or email us at support@narayanahealth.insurance

Senior citizens may call at **1800 203 0234** or email us at
seniorcitizencare@narayanahealth.insurance for priority assistance.

Write to us at:

Customer Support Team, Narayana Health Insurance

No. 258/A, Bommasandra Industrial Area, Anekal Taluk, Bangalore - 560099, Karnataka, India
Grievance form can be downloaded from the website www.narayanahealth.insurance

Step 2:

If the issue is not resolved in Step 1 and the customer wants to make a further suggestion or a complaint, they can email us at
grievance@narayanahealth.insurance

Step 3:

If the customer for some reason feels that we have not been able to resolve the issue even in Step 2 and customer wishes to raise a concern, please write to Grievance Redressal Officer at gro@narayanahealth.insurance or Chief Grievance Officer at cgo@narayanahealth.insurance.

Step 4:

In case a complainant is not satisfied with the resolution from the above escalation authority, they may choose to log in their grievance at **IRDAI Integrated Grievance Management System- <https://igms.irda.gov.in/>** or they can approach the Insurance Ombudsman. The detailed addresses of all the Insurance Ombudsman can be found on this website.