

Wealthstreet Insurance Brokers Private Limited

Regd. Office: A-506, Mondeal Heights, 5th Floor, Besides Wide Angle,
S.G. Highway, Ahmedabad 380015, Gujarat, India.

CIN: U66000GJ2019PTC110940

IRDAI Reg. No.: 751 valid till 28.06.2024 | Category: Direct (Life & General)

Website: www.rakshamitra.com | E: wealthinsurancebroker@gmail.com | P.: 079-66775568

GRIEVANCE REDRESSAL MECHANISM

INTRODUCTION:

We Wealthstreet Insurance Brokers Private Limited are registered Insurance broker having its registered office at A-506, 5th Floor, Mondeal Heights, Besides Wide Angle, S G Highway, Satellite, Ahmedabad – 380015.

We at Wealthstreet Insurance Brokers Private Limited pursue to curtail customer grievances through due compliance of IRDA Regulations, Guidelines, Circulars and Notifications as amended from time to time and by proper delivery of services to our customers. We have in place review mechanism for identification of any fallibility and prompt redressal of customer complaints and grievances. Such mechanism provides true and fair and review of customer grievance for satisfactory resolution of grievances.

PROCESS FLOW OF GRIEVANCE REDRESSAL MECHANISM:

The procedure for addressing Customer complaints will be preliminarily looked after by Grievance department of company. The customers can contact us by sending an email on insurancesupport@rakshamitra.com or by sending post to us at A-506, 5th Floor, Mondeal Heights, Besides Wide Angle, S G Highway, Satellite, Ahmedabad – 380015 or the customer can call us on 079-66775568.

The grievance will be acknowledged and Complaint Number will be created within 48 hours. The legal team shall take adequate steps for redressal of grievances within 10 to 14 days of receipt of such complaint.

In case the Customer is satisfied with our resolution and we do not hear from them within a week for any further clarification, the company shall treat the complaint as closed.

If the resolution provided by the legal team is not satisfactory, the customer can approach the Principal Officer of the Company Mr. Mitesh Pathak at po_wealthstreet@rakshamitra.com or the customer can call Mr. Mitesh Pathak on 079-66775568.

In case of no reply from the Complainant, within a week from the date clarification was provided, the Company shall treat the Complaint as Closed.

Further if the resolution provided by the Principal Officer is also not satisfactory, the grievance may be further escalated as per the process specified by Insurance Regulatory Development Authority of India (IRDAI)

[#](http://www.policyholder.gov.in/report.aspx)

For WEALTHSTREET INSURANCE BROKERS PRIVATE LIMITED

Ajay Saraogi

AJAY SARAOGI
DIRECTOR
DIN: 00086226

Mitesh Pathak

MITESH PATHAK
PRINCIPAL OFFICER

