



बीमा विनियामक और विकास प्राधिकरण
**INSURANCE REGULATORY AND
DEVELOPMENT AUTHORITY**

Ref.156/311/BAJNL/COMP/09-10

October 6 2010

Mr. Hemant Kaul
Chief Executive Officer
Bajaj Allianz General Insurance Co. Ltd.
1st Floor, GE Plaza,
Airport Road, Yerawada
Pune 411006

Dear Sir,

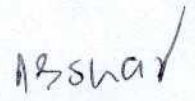
**Re: Complaint of Shri V.S.Natarajan against your Company - Travel Super Age Elite Policy
No. OG-09-1501-001-00000121**

This has reference to your letter of 12th August, 2010. The Authority is constrained to express its displeasure at the service meted out to Shri V.S.Natarajan by your Company. It is noted that the above insurance policy is tailor-made for senior citizens and your officials should have been doubly careful while deciding on the extension request of Shri Natarajan who is a senior citizen and away from the country.

You are advised to direct the concerned to be sensitive while considering the policyholders' service requests. The Authority shall take a more serious view on such matters reported against your Company in the future.

The receipt of this letter may be acknowledged.

Yours faithfully,


A. Giridhar
Executive Director