



बीमा लोकपाल कार्यालय  
Office of Insurance Ombudsman



बीमा लोकपाल परिषद  
Council for Insurance Ombudsmen  
(Erstwhile GBIC/ECOI)

11<sup>TH</sup> NOVEMBER



**BIMA LOKPAL DAY**

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### INSURANCE OMBUDSMAN

There are 17 Insurance Ombudsmen (Bima Lokpal) as on date across the country to listen to your unresolved grievances.

Every insurance company operating in India (Life, General & Health) has a well organized Grievance Redressal System. If you have any grievance against your insurer/ insurance broker related to your insurance policy, first approach your insurer. If you are not satisfied, then you may contact Office of the Insurance Ombudsman for redressal of your grievance in an impartial manner and without any cost.

#### Your complaint: \*

- Should pertain to Life Insurance, General Insurance or Health Insurance policies issued by insurance companies in India.
- Should pertain to personal lines of insurance, group insurance policies or policies issued to sole proprietor firms and micro enterprises.
- Can be made by the policy-holder himself/herself or by his/her legal heir or assignees or nominees as recorded in policy.
- Must be related to the grievance that has been rejected entirely or partially by the insurance company.
- Must be made within one year from the date of rejection by the insurance company.
- Cannot be on a matter that is or has been under litigation in any other forum.

\* Conditions apply

For more information, please visit [www.cioins.co.in](http://www.cioins.co.in)

Bima lokpal / Council for Insurance Ombudsmen (formerly ECOI / GBIC ) does not involve directly or through any representative in selling any insurance policy nor does it announce any bonus for insurance policies. Beware of fraudsters impersonating as employees of Bima Lokpal / CIO / ECOI / GBIC.

The e-mail ids of 17 offices of Insurance Ombudsman (Bima Lokpal) are as follows:-

Ahmedabad: [bimalokpal.ahmedabad@cioins.co.in](mailto:bimalokpal.ahmedabad@cioins.co.in)  
Bengaluru: [bimalokpal.bengaluru@cioins.co.in](mailto:bimalokpal.bengaluru@cioins.co.in)  
Bhopal: [bimalokpal.bhopal@cioins.co.in](mailto:bimalokpal.bhopal@cioins.co.in)  
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Delhi: [bimalokpal.delhi@cioins.co.in](mailto:bimalokpal.delhi@cioins.co.in)  
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