

Grievance / Complaint Redressal Mechanism

Escalation matrix

Level	Name / Role	Email
1st	Grievance Officer	complaints@novoinsure.com
2nd	Bindu Madhavi (Compliance Officer)	bindu.b@novoinsure.com
3rd	Shyam P. (Principal Officer)	shyam.p@novoinsure.com

Postal / Registered Address

Address

Novo Insurance Broking Services Pvt Ltd, 2nd Floor, Brij Tarang Towers, No. 6-3-1191 to 1196, Unit 2E, Greenlands Rd, Kundanbagh Colony, Begumpet, Hyderabad, Telangana 500016, India

Process & Notes

- All complaints should be acknowledged within 14 days of receipt.
- Novo Insure will use all reasonable efforts to resolve the complaint, including liaising with relevant insurance entities if needed.
- If unsatisfied with the resolution, complainants can escalate further to IRDAI.
- The grievance email and phone are published for transparency and accessibility.

If the decision/resolution provided by the NOVO is not acceptable, the Grievance may be further escalated as per the process specified by IRDAI in the below mentioned link: <https://policyholder.gov.in/how-to-make-a-complaint>.