

<b>COCO By Navi General Insurance Service Parameters</b>	
<b>Type of Service</b>	<b>Maximum Turn Around Time (TAT)</b>
<b>Health Claims Related</b>	
Cashless claims - Post receipt of all necessary documents . Initial Approval . Discharge Approval	4 Hrs
Settlement / Rejection of Claim from last necessary document receipt	30 Days
Settlement / Rejection of Claim from last necessary document receipt in a circumstance of a claim warrant an investigation	45 Days
<b>Grievance Resolution Related</b>	
Acknowledging a Grievance	3 Days
Resolving a Grievance	15 Days

**Navi General Insurance Limited**  
(Formerly known as DHFL General Insurance Limited)