

CHAPTER VII

PARTICULARS OF ARRANGEMENT FOR CONSULTATION WITH THE MEMBERS OF THE PUBLIC IN RELATION TO THE FORMULATION OF POLICY OR IMPLEMENTATION THEREOF

Oriental Insurance Company Limited is a non-life insurance company and its policies relating to its internal management are formulated in accordance with governing statutes, regulations and Memorandum and Articles of Association of the company and hence there is no arrangement for consultation with the members of the Public prior to their formulation.

However, if people dealing with the Company in its business transactions have complaints or grievances they can approach the Customer Services Department or send their complaints or grievances at following e-mail address for redressal:

1. csd@orientalinsurance.co.in.