

Tata AIA Life Insurance Ltd recognized with ISO 10002:2004 for Complaints Management Process

Keeping in line with the vision of the company “to be the most trusted life insurance company that values customer’s financial well being, consistently delivering best in class solutions and to be respected by all”, Tata AIA Life have been honored with ISO standard 10002:2004 for Complaints Management Process.

We, at Tata AIA Life, value our customers and their service needs. Accordingly, we have put in place strong processes and systems, to manage the customer grievances and service needs, effectively and efficiently.

ISO standard 10002:2004 is a standard guideline for implementing a complaints management system and it recognizes our ability to identify, manage and successfully deal with customers' complaints. The standard specifies the key requirements for handling customer complaints successfully and includes complaints management controls to help address customer dissatisfaction within organization's business.