



Kotak Mahindra Prime Complaint Resolution Turn Around Time

Complaint Type	Sub Type	TAT (in workings hours)
Insurance ProductCLI Related	Mis-selling of CLI	90
NOC Related	Settlement/Penal Paid - NOC not processed	63
Collections Related	Collections related Concern	90
Sales Related	Sales related Complaint	90
Charges Related	Charges Related Terminated Account	90
List of Documents	List of Documents not Received	90
Insurance ProductCLI Related	Incorrect details captured in policy	90
Insurance ProductCLI Related	Claim not settled	90
Charges Related	Penal Charges related Complaint	90
CIC Direct	CIC Related Issues	150
TDS Related	Tds refund not received	90
TDS Related	TDS refund not processed	90
KYC Related	KYC Related Complaints	90
Incorrect Vehicle details	Incorrect Vehicle details NOC to be issued	63
Incorrect Details in Account	Mismatch in Name	45
Incorrect Details in Account	Incorrect Email ID	45
Incorrect Vehicle details	Incorrect Vehicle details for Live Contract	45

Agreement Related	Agreement not received	45
Refund Related	Refund Not processed	45
Refund Related	Refund not received	45
Refund Related	Refund of Excess payment	45
Registration Certificate Related	RC book not received	45
Insurance Product/CLI Related	Non receipt of CLI policy	45
Incorrect Details in Account	Incorrect Mobile Number	45
NOC Related	NOC not received	45
Charges Related	Charges Related Concern	63
NOC Related	NOC not processed	63
Emi Related	EMI Related Complaint	63
Service Related	Service Related Complaint	63
Incorrect Details in Account	Incorrect Details -Others	45
Collection related	Collection related Regulatory	90
CIC related	CIC related Regulatory	150
EMI related	EMI related Regulatory	90
NOC related	NOC related Regulatory	90
Sales related	Sales related Regulatory	90
Charges related	Charges related Regulatory	90
Penal charges related	Penal charges Regulatory	90
Others	Others Regulatory	90
CIC Related Disputes	CIC Related Disputes	150

Note: Working hours are Monday to Friday 9:30 am to 6:30 pm excluding public holidays.