**Escalation matrix**

**Personal Accident Insurance**

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| **1.** | Customer Service Universal Sompo General Insurance Co. Ltd. Unit No. 601 & 602, 6th Floor, Reliable Navi Mumbai, Maharashtra – 400708  [contactus@universalsompo.com](mailto:contactus@universalsompo.com)  Toll Free Numbers: 1800-22-4030 or 1800-200-4030; Senior Citizen toll free number: 1800-267-4030 |
| **2.** | Customer Service Universal Sompo General Insurance Co. Ltd. Unit No. 601 & 602, 6th Floor, Reliable Tech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra – 400708 [grievance@universalsompo.com](mailto:grievance@universalsompo.com) |
| **3.** | Chief Grievance Redressal OfficerCustomer Service Universal Sompo General Insurance Co. Ltd. Unit No. 601 & 602, 6th Floor, ReliableTech Park, Thane- Belapur Road, Airoli, Navi Mumbai, Maharashtra – 400708[gro@universalsompo.com](mailto:gro@universalsompo.com) |