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| **Name of Insurance Company: M/s SBI Life Insurance Ltd.** | | | | |
| **Escalation Matrix for claims (SBI Life):**GTL policy for the period 2025-26 | | | | |
| **Level** | **Name** | **Desig.** | **e-mail id** | **Contact No.** |
| 1 | Meena Thawani | Regional Claim Support | [meena.thawani@sbilife.co.in](mailto:meena.thawani@sbilife.co.in) | 022-66283251 |
| Ketan Thacker | Regional Head (Claims) | [ketan.thacker@sbilife.co.in](mailto:ketan.thacker@sbilife.co.in) | 8408994747  022-66283205 |
| Anand Iyer | Key Account Manager | [anand.iyer@sbilife.co.in](mailto:anand.iyer@sbilife.co.in) | 9773275861 |
| 2 | Rakesh Kumar | Vice President & ASM | [ku.rakesh@sbillife.co.in](mailto:ku.rakesh@sbillife.co.in) | 9793600881 |
| V Prakash | Vice President & RSM | [v.prakash@sbilife.co.in](mailto:v.prakash@sbilife.co.in) | 9711879333 |
| 3 | Roopa Anchan | Regional Manager (Operations & Compliance | [roopa.anchan@sbilife.co.in](mailto:roopa.anchan@sbilife.co.in) | 022-66283234 |
| Toll Free Number for claim intimation /Query: - 18002679090 | | | | |
| Email I’d for Claim Intimation/Query: - [sampsur.mumbaimetro@sbilife.co.in](mailto:sampsur.mumbaimetro@sbilife.co.in) | | | | |
| **Escalation Matrix for Policy Administration (MJML)** for the period 2025-26 | | | | |
| **Level** | **Name** | **Desig.** | **e-mail id** | **Contact No.** |
| 1 | Vidya Velayudhan | Associate Vice President | [vidya.velayudhan@sbilife.co.in](mailto:vidya.velayudhan@sbilife.co.in) | 022-66456744 |
| 2 | Pradeep Gautam | Vice President (Group Operations) | [pradeep.gautam@sbilife.co.in](mailto:pradeep.gautam@sbilife.co.in) | 022-66456192 |
| Email I’d for MJML intimation / enquiry: - [sampoornsuraksha@sbilife.co.in](mailto:sampoornsuraksha@sbilife.co.in) | | | | |

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| **Escalation Matrix for Claims: Insurance Broker** | | | | |
| Name of Insurance Broker Firm:**M/s Alliance Insurance Brokers Pvt. Ltd. (AIBPL) GTL Policy Period 2025-26 (22.02.2025 to 21.02.2026)** | | | | |
| **Level** | **Name** | **Desig.** | **e-mail id** | **Mobile No** |
| 1 | Kanchan Mote | Senior Manager | [kanchan@allianceinsurance.in](mailto:kanchan@allianceinsurance.in) | 8976799824 |
| 2 | Pallavi Khedekar | Chief Manager | [pallavi@allianceinsurance.in](mailto:pallavi@allianceinsurance.in) | 7710005301 |
| 3 | Dhananjay Kulkarni | Chief Manager | [dhananjay@allianceinsurance.in](mailto:dhananjay@allianceinsurance.in) | 7777031502 |
| 4 | Nitesh Sharma | Dy. Vice President (Employee Benefits) | [nitesh@allianceinsurance.in](mailto:nitesh@allianceinsurance.in) | 9167980504 |
| 5 | Jignesh Purohit | Senior Vice President (Employee Benefits) | [jignesh@allianceinsurance.in](mailto:jignesh@allianceinsurance.in) | 8433747396 |
|  | | | | |
| Email I’d for Claim Intimation/Query: - [sbigtlclaims@allianceinsurance.in](mailto:sbigtlclaims@allianceinsurance.in) | | | | |

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| **Escalation matrix, addition deletion of MJML: Insurance Broker** | | | | |
| **Level** | **Name** | **Desig.** | **e-mail id** | **Mobile No** |
| 1 | Rakesh Harekar | Chief Manager | [sbigtlpolicy@allianceinsurance.in](mailto:sbigtlpolicy@allianceinsurance.in) | 9167950049 |
| 2 | Trupti Bhatkar | Assistant Vice President | [Trupti@allianceinsurance.in](mailto:Trupti@allianceinsurance.in) | 9167214217 |
| 3 | Jignesh Purohit | Senior Vice President (Employee Benefits) | [jignesh@allianceinsurance.in](mailto:jignesh@allianceinsurance.in) | 8433747396 |
| [**Email I’d for Policy Endorsements: -**sbigtlpolicy@allianceinsurance.in](mailto:sbigtlclaims@allianceinsurance.in) | | | | |
| **Policy administration contact: Insurance Broker** | | | | |
| 1 | Madhavi Chavan | Chief Manager | [madhavi@allianceinsurance.in](mailto:madhavi@allianceinsurance.in) | 7208984685 |