HEALTHINDIA INSURANCE TPA SERVICES PVT. LTD.
CUSTOMER FEEDBACK FORM

Thank you for contacting HealthIndia Insurance Tpa Services Pvt. Ltd. We endeavor to provide quality services to you each day, consistently.	
Name of the insured:	
Telephone No/Cell No:	
Address:	
Policy no/ CCN No:	

1.	Please tick in the appropriate place for type of query-			
	• General Query			
	• ID Card			
	• Cashless Query			
	• Claim Query			
	• Deduction Query			

2.	Response time taken by the TPA for cashless authorization to Hospital	Less than 2 hours	3 hours	More than 3 hours

3.	Did You receive SMS from TPA about approval of Cashless service	Yes		No

4.	Any Representative of TPA visited the patient in Hospital	Yes		No

5.	Claim settlement time taken for Reimbursement claim/ pre & Post Hospitalization Claim after submission of all claim papers to TPA.	Less than 7 days	Within15 days	More than 30 days

6.	Whether you will encourage your relatives/ friends to take Health Insurance policy from -	Yes		No

Please recommend any changes that you would like to see being incporrated.

Date: **Signature of Insured:**