



## GRIEVANCE REDRESSED MECHANISM

ESCALATION STAGE	NAME	DESIGNATION	EMAIL ID
LEVEL I	Dr. Viju Divakaran	Customer Support	complaints@lifelinetpa.com
LEVEL II	Dr. Zaid	Assistant Manager Claims	claims@lifelinetpa.com
LEVEL III	Dr. Abdul Rafa	Senior Manager Claims and Approvals	relations@lifelinetpa.com
LEVEL IV	Mr. Farooq Ahmad	Chief Operating Officer	farooq@lifelinetpa.com