

### **Report Unsolicited Calls/Emails**

Dear customers,

We have been receiving complaints about unsolicited and misleading phone calls being made to our policyholders on their mobile/landline numbers.

These callers pose as officials of Edelweiss Tokio Life Insurance or Insurance Regulatory and Development Authority of India (IRDA) to lure customers to buy more policies. They provide false information about these policies including fund performance, bonuses they will receive, and more.

In light of such incidences, here are some steps we urge you to follow to safeguard yourself:

- a) Do not entertain calls or emails that promise you benefits on your policy, even if the person claims to be company or IRDA representative
- b) Demand credentials from the person claiming to be company or IRDA representative – an agent is issued a licence by IRDA or will have an identity card issued by the company
- c) Do not pay a renewal premium, surrender any existing policy, or buy a new one when you are uncertain about the caller's credentials
- d) If you need details about our products or your existing policies, you can refer to our website ([www.edelweisstokio.in](http://www.edelweisstokio.in)), call our helpline number (1800-212-1212), or write to us ([care@edelweisstokio.in](mailto:care@edelweisstokio.in))
- e) Always pay your premium by cheque in favour of your 'Policy Number' at our branches or through authorized centres mentioned on our website ([www.edelweisstokio.in](http://www.edelweisstokio.in))
- f) Please register a written report of any spurious calls you receive with complete details either at [care@edelweisstokio.in](mailto:care@edelweisstokio.in) or by visiting the nearest branch/authorised centre

With your support, we hope to curb such activities in the future. We thank you for your valuable association and look forward to continuing our relationship for many more years.

Regards

Edelweiss Tokio Life Insurance