Payment related queries

I have opted and paid for instant insurance policy on your website and the amount has been deducted from my account but I have not received the policy. What should I do?

In some companies like Bajaj and HDFC Ergo, when you make payment, a transaction number is generated. Kindly note that down and in case your payment is successful but you do not get the policy, mail us that reference no. or if you have not noted down the same, please mail us your account statement showing that the amount has been debited. In case of other companies where transaction number is not generated, please mail us your account statement showing the transaction. We will get your policy issued from the company.

In case of travel insurance, if you are in a hurry and you have to leave immediately or the next day is a holiday, you can buy a new policy and put in a mail as above and we will get your previous amount refunded to the credit card from which the payment has been made.

Another important thing, please do not close your browser till you have been redirected to our website from the payment gateway! Also do not refresh or press back button while your payment is being processed.

Unique solution ID: #1147
Author:
Last update: 1970-01-01 01:00

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URL: http://15.207.23.231/faq/index.php?action=faq&cat=23&id=148&artlang=en