

Group Personal Accident Insurance Policy (04.04.2025-03.04.2026)
Insurance Company: The Oriental Insurance Company Limited (OICL)

Contact Details and Escalation Matrix
The Oriental Insurance Company Limited (OICL)

All communications / correspondence regarding claims should be sent to:

The Oriental Insurance Company Limited SBI GPA Claims Cell Mumbai Regional Office 1, 2nd Floor, Oriental House, 7 J. Tata Road, Churchgate, Mumbai-400020
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Status of the claims can be sought, using system generated claim number/ Account Number, by any of the following channels:

Sr. No.	Channel	Details
1	Email ID	sbigpa.claims@orientalinsurance.co.in
2	Land Line Number	022-22820494 / 22049076 / 22825619
3	Fax No.	022-22820590
4	Toll Free No	18001238733 / 1800-11-8485

Escalation Matrix (The Oriental Insurance Co. Ltd.) - Contact Details

Escalation Level	Name/Designation	Contact No.	Email Id
1st Escalation	Ms. Deepa Balasubramaniam – Dy. Manager	8655960610 / 8655960611	deepa.b@orientalinsurance.co.in
2nd Escalation	Ms. Manasi Kadam – Dy. Manager	8655960610 / 8655960611	manasi.kadam@orientalinsurance.co.in
3rd Escalation	Mr. Ninad Pote Regional Manager	8655960610 / 8655960611	Pote.ninad@orientalinsurance.co.in

Insurance Broker Firm

M/S Anand Rathi Insurance Brokers Ltd.

Policy period: 04.04.2025 TO 03.04.2026

and for Policy Year 2020-21 and earlier: All packages

Correspondence Address:

**M/s Anand Rathi Insurance Brokers Lt. (ARIBL),
09th Floor, Times Tower, Kamala Mills Compound,
Senapati Bapat Marg, Lower Parel, Mumbai - 400013, Maharashtra
Toll Free No: 1800-123-8733**

WhatsApp Chat Bot: 8657923021

Email ID: paihelpdesk@rathi.com

Land Line No. 022-4909 3000/3003/3006

Contact details of dealing officials:

Name	Designation	Mobile No.	Email id
Ghanshyam Suthar	Deputy Manager	7627085814	ganshyamsuthar@rathi.com
Yash Parmar	Management Trainee	8097841334	yashparmar@rathi.com
Aniruddha Sargade	Senior officer	8657893622	aniruddhasargade@rathi.com
Bhupendra Thanekar	Asstt. Vice President	9833784147	bhupendrathaneekar@rathi.com
Binita Shah	Director	—	binitashah@rathi.com