

SBI Salary Package Group Term Life (GTL) Insurance Policy Policy period 22.02.2025 to 21.02.2026 Details of Insurance Company and Insurance Broker				
Name of Insurance Company: M/s SBI Life Insurance Ltd.				
Escalation Matrix for claims (SBI Life): GTL policy for the for the period 2025-26				
Level	Name	Desig.	e-mail id	Contact No.
1	Meena Thawani	Regional Claim Support	meena.thawani@sbilife.co.in	022-66283251
	Ketan Thacker	Regional Head (Claims)	ketan.thacker@sbilife.co.in	8408994747 022-66283205
	Anand Iyer	Key Account Manager	anand.iyer@sbilife.co.in	9773275861
2	Rakesh Kumar	Vice President & ASM	ku.rakesh@sbilife.co.in	9793600881
	V Prakash	Vice President & RSM	v.prakash@sbilife.co.in	9711879333
3	Roopa Anchan	Regional Manager (Operations & Compliance)	roopa.anchan@sbilife.co.in	022-66283234
Toll Free Number for claim intimation /Query: - 18002679090				
Email I'd for Claim Intimation/Query: - sampsur.mumbaimetro@sbilife.co.in				
Escalation Matrix for Policy Administration (MJML) for the period 2025-26				
Level	Name	Desig.	e-mail id	Contact No.
1	Vidya Velayudhan	Associate Vice President	vidya.velayudhan@sbilife.co.in	022-66456744
2	Pradeep Gautam	Vice President (Group Operations)	pradeep.gautam@sbilife.co.in	022-66456192
Email I'd for MJML intimation / enquiry: - sampoornsuraksha@sbilife.co.in				

Escalation Matrix for Claims: Insurance Broker				
Name of Insurance Broker Firm: M/s Alliance Insurance Brokers Pvt. Ltd. (AIBPL) GTL Policy Period 2025-26 (22.02.2025 to 21.02.2026)				
Level	Name	Desig.	e-mail id	Mobile No
1	Kanchan Mote	Senior Manager	kanchan@allianceinsurance.in	8976799824
2	Pallavi Khedekar	Chief Manager	pallavi@allianceinsurance.in	7710005301
3	Dhananjay Kulkarni	Chief Manager	dhananjay@allianceinsurance.in	7777031502
4	Nitesh Sharma	Dy. Vice President (Employee Benefits)	nitesh@allianceinsurance.in	9167980504
5	Jignesh Purohit	Senior Vice President	jignesh@allianceinsurance.in	8433747396

		(Employee Benefits)		
Toll Free Number for claim intimation / Query: -				
Email I'd for Claim Intimation/Query: - sbightlclaims@allianceinsurance.in				

Escalation matrix, addition deletion of MJML: Insurance Broker				
Level	Name	Desig.	e-mail id	Mobile No
1	Rakesh Harekar	Chief Manager	sbightlpolicy@allianceinsurance.in	9167950049
2	Trupti Bhatkar	Assistant Vice President	Trupti@allianceinsurance.in	9167214217
3	Jignesh Purohit	Senior Vice President (Employee Benefits)	jignesh@allianceinsurance.in	8433747396
Email I'd for Policy Endorsements: - sbightlpolicy@allianceinsurance.in				
Policy administration contact: Insurance Broker				
1	Madhavi Chavan	Chief Manager	madhavi@allianceinsurance.in	7208984685