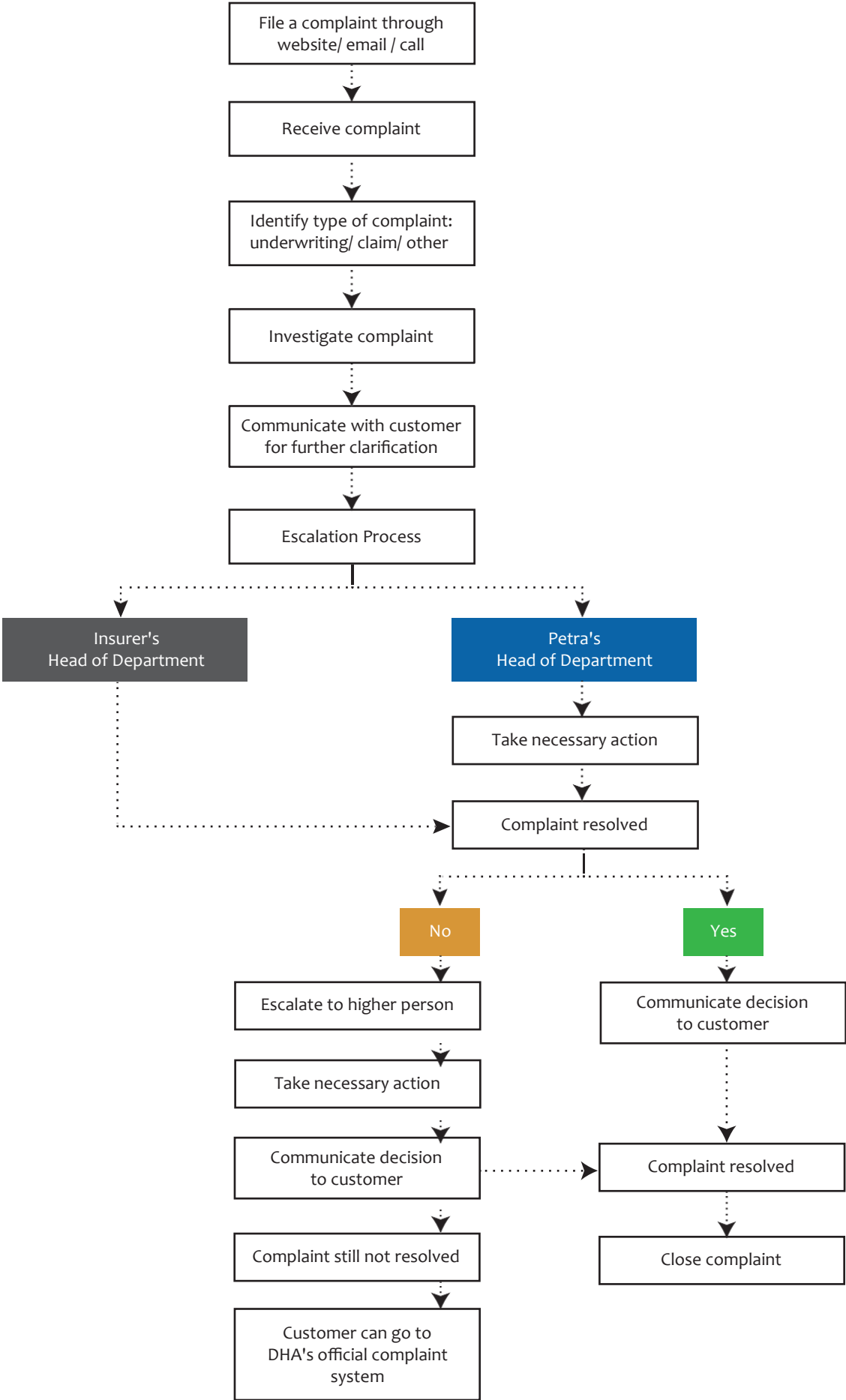


PETRA INSURANCE MEDICAL COMPLAINT HANDLING PROCEDURE



KEY RESPONSIBILITIES

NAME DESIGNATION	EMAIL ID	RESPONSIBILITY
Ms. Rebecca Gigi	rgigi@insurewithpetra.com	Overall responsibility for all complaints of medical department
Mr. Sohin Joseph	sjoseph@insurewithpetra.com	First escalation
Ms. Ansu Sara Thomas	sthomas@insurewithpetra.com	Second escalation
Ms. Shoma Roshan	sroshan@insurewithpetra.com	Third escalation

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