



Date: 15th Oct 2019

Re: Escalation Matrix- Safeway Insurance TPA Pvt Ltd

Dear Sir,

We are giving below our contact details to ensure full support from our end. You are requested to take note of the same.

1. **Enrolment & Issuance of cards:** Collections will be done from the allotted Insurance offices. Photo ID Cards shall be issued by Safeway and shall be sent to insured address directly. However e-cards will also be available on the safeway website within TWO DAYS of collection of documents.
2. **Cashless Services & Claim Processing:** Since claim processing is online the complete processing of the claims will be entertained by our Safeway Zirakpur office as per following Details

CASHLESS CLAIMS ToE-Mail : info@safewaytpa.in
branches@safewaytpa.in
CC to chandigarh@safewaytpa.in
rm.chd@safewaytpa.in

REIMBURSEMENT CLAIMS To intimation@safewaytpa.in
CC to chandigarh@safewaytpa.in
rm.chd@safewaytpa.in

3. Chandigarh Office Contact

Ms Kalpana, Regional Head
E-Mail rm.chd@safewaytpa.in
Mob : 9815393166

Safeway Insurance TPA Pvt Ltd.
SCO-6&7, Cabin No 31&33, Ground Floor,
Ranjan Plaza, Palam Enclave,
Zirakpur, Distt: Mohali, Punjab -140603
Tele No 01762 526281

Contact Person **Mr Neeraj Kumar**
E-Mail: chandigarh@safewaytpa.in

Tele No 01762 526281

Contact Person **Ms Stanzin Angmo**
E-Mail: chandigarh@safewaytpa.in

Tele No 01762 526281

4. Head Office Delhi Contact

Safeway Insurance TPA Pvt Ltd
815, VISHWA SADAN
DISTRICT CENTRE
JANAK PURI, NEW DELHI – 11 00 58
Tele 011 45451300 (100 LINES)

5. TOLL FREE NUMBER 18001025671

Safeway Insurance TPA Pvt. Ltd.

6. For detailed information about state wise list of Hospitals, please feel free to visit our website www.safewaytpa.in or download Mobile application 'safewaytpa' from Play Store for android phones.

7. **ESCALATION**

Level 1

Ms Kalpana

E-Mail rm.chd@safewaytpa.in

Mob : 9815393166

Level 2

Mr Gurpreet Singh

E-Mail support@safewaytpa.in

Mob : 9990079269

Level 3

MrPritpalSingh .COO

E-Mail coo@safewaytpa.in

Mob : 9868720208

8. **Senior Executives**

1. Capt Mahesh Sharma,
Chief Executive Officer
E-mail : ceo@safewaytpa.in

2. Dr Divneet Kaur,
Director,
E-Mail : drdivneet@safewaytpa.in

The above is for your information , Records and further necessary action.

With Regards,

Ms Kalpana
Ms Kalpana
Regional Manager
Safeway Insurance TPA Pvt Ltd.
SCO-6&7, Cabin No 33, Ground Floor,
Ranjan Plaza, Palam Enclave,
Zirakpur, Distt: Mohali,
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