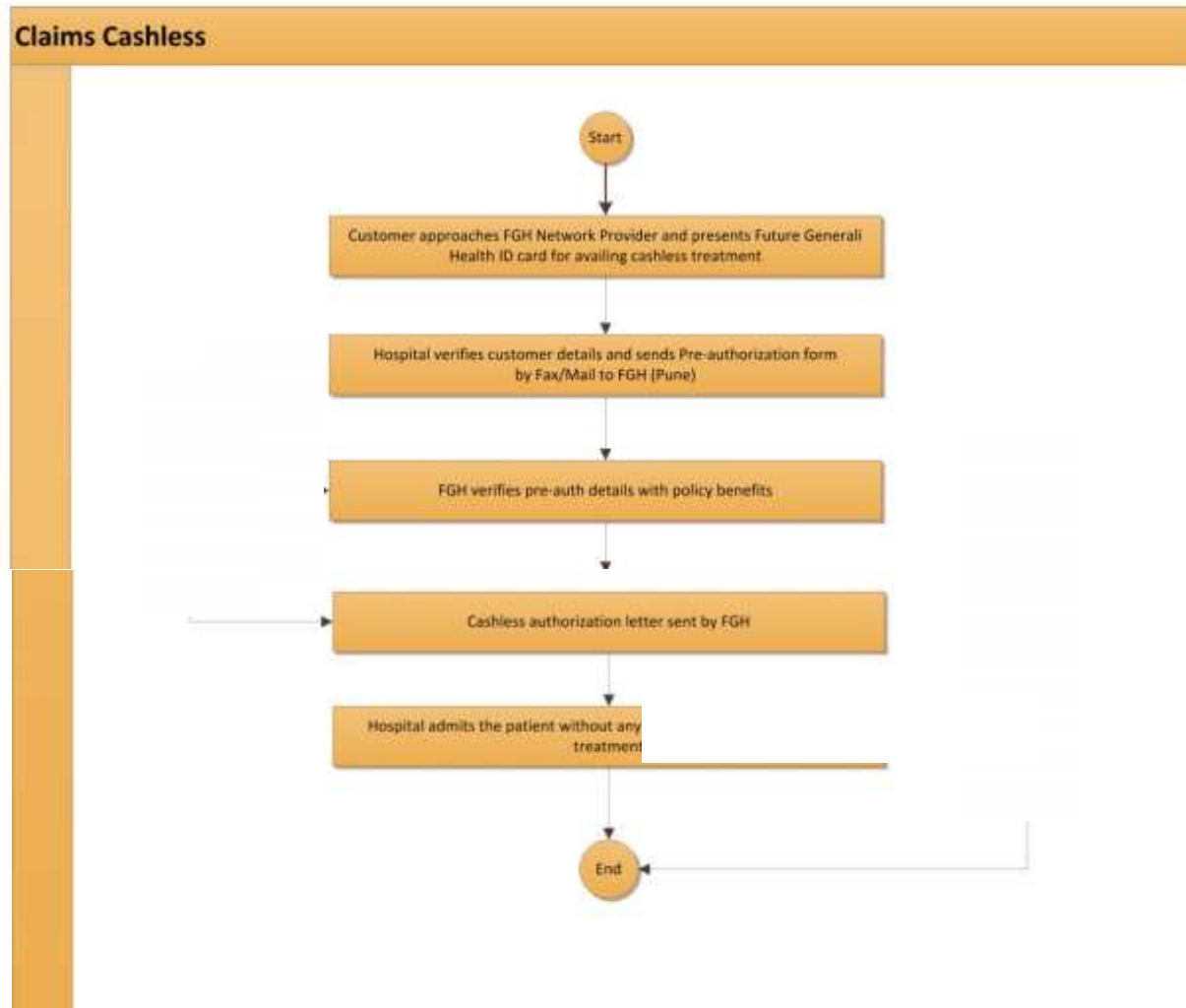


CASHLESS PROCESS FLOW -

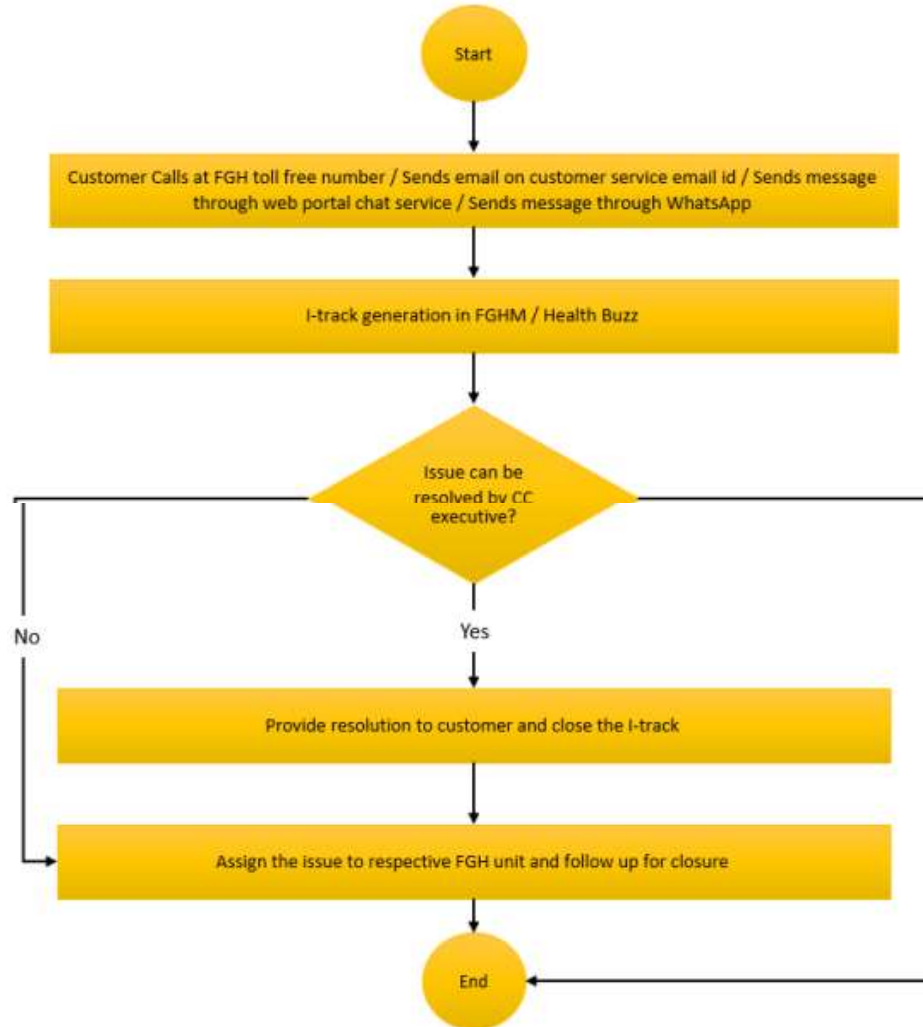
E. FLOWCHART



Health Call Centre

E. FLOWCHART

1.1 Input - Customer Call – Email – Chat – WhatsApp Message



Claims Contact Matrix-

Sr No	Claim intimation	Escalation Level	Designation	Telephone Number	Whats up Number	Email ID	Address
1	18001038889	Debasis Paul	Assistant Manager	9832114685 9332041206	8016016666	Fg.health@futuregenerali.in	Future Generali india insurance Co ltd
2	18002091016	Dhiman Paul	Branch Manager	7699996626		debasis.paul@futuregenerali.in	4th Floor, Cross Space building, City Centre
3	9832114685	Sanjoy Bera	Operation Manager	8016016666		dhiman.paul@futuregenerali.in	Durgapur, West Bengal, PIN- 713216