

From: [DHARMENDRA GOSWAMI](#)
To: grievance@godigit.com
Cc: [Deepak Mishra](#)
Subject: Re: DGR-29973 - FW: Regarding Go Digit Insurance company team is taking money fraudulently in the name of processing fee against zero debt policy for bike Repair Claim.
Date: 03 April 2024 19:11:55

Thanks for your valuable support.

Rgds.....
Dharmendra Goswami.
9554543175

On Wed, Apr 3, 2024, 11:41 AM grievance@godigit.com <grievance@godigit.com> wrote:

Dear Mr. Goswami,

Greetings from Digit!

As discussed over the call along with your claim co-ordinator Mr. Deepak Mishra we understand that workshop has collected ₹ 140.00/- from you and break up of the same is given below.

- Compulsory Deducible: ₹ 100.00/-
- Consumable Parts: ₹ 26

Further, we would inform you that ₹ 16 would be refunded to you by the workshop. For further assistance, you can reach out to Mr. Deepak Mishra at 9455465207 and we will be happy to assist you.

Regards,
Tej Magaji
Grievance Redressal Unit

From: DHARMENDRA GOSWAMI <dgoswami240@gmail.com>
Sent: Wednesday, April 3, 2024 7:58:49 AM
To: Digit NE <Digit_NE@godigit.com>; Vijay Kumar <vijay.kumar@godigit.com>; Ashwani Chouhan <ashwani.chouhan@godigit.com>; Jasleen Kohli <jasleen.kohli@godigit.com>; joinus <joinus@godigit.com>; Tejas Saraf <tejas.saraf@godigit.com>; Digit Insurance Company Secretary <Cs@godigit.com>; godigit.ipo@icicisecurities.com <godigit.ipo@icicisecurities.com>; Neerja Sharma <neerja.sharma@heromotocorp.com>; HERO_CONNECT@heromotocorp.com <HERO_CONNECT@heromotocorp.com>; mandavi shukla <mandavishukla1906@gmail.com>
Subject: Regarding Go Digit Insurance company team is taking money fraudulently in the name

of processing fee against zero debt policy for bike Repair Claim.

Dear Go Digit CEO,

I hope this email finds you well. I am writing to address a concern I have regarding the processing fees associated with my zero dep policy for bike repair claims. Specifically, on 01-Apr-24,

Upon reviewing the recent charges applied to my claim by your Claim coordinator Deepak Kumar Mishra at 9455465207 and hero service centre team, I noticed that there are processing fees taken to me fraudulently, despite my policy clearly indicating that there should be no such fees for zero dep policies. This discrepancy has raised serious concerns regarding the transparency and fairness of the claims process.

I would like to request clarification on the following points:

Why are processing fees being charged for a zero dep policy, as outlined in my insurance agreement?

Can you provide a breakdown of the fees being deducted and explain how they are justified within the context of my policy?

What steps are being taken to rectify this situation and ensure that policyholders are not unfairly charged for services that should be covered under their policy?

I value the trust and integrity of our insurance agreement and believe that open communication and transparency are essential in resolving this matter promptly and fairly.

Please provide a detailed response addressing the above inquiries at your earliest convenience. Additionally, I kindly request a refund of my processing fees that have been fraudulently taken to me by hero service centre.

Awaiting for your response.

I am the only one customer who has reached to Go Digit Senior management Team till now and Pls think how many thousands, lacs of customers have been looted by your team through Hero's team. God must have known this.

My details as given below, And some documents enclosed.

Vehicle owner name - Sonu Goswami

Vehicle no - UP 42 BA 0137

Vehicle type - Two wheeler Hero super splendor

Thank you for your cooperation and understanding.

If any query let us know undersigned.

Rgds.....

Dharmendra Goswami (Brother of Sonu Goswami)

9554543175

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