

## **Quality Policy**

At New India Assurance Co Ltd, we consistently strive to satisfy the needs and expectations of our customers. Improving performance throughout our operations has always been our top priority. We achieve this by regularly engaging with our external providers, strategic partners, and employees. Each employee is individually responsible for the quality of their work and is encouraged through dialogue to actively participate in understanding and meeting the needs of customers.

Our Quality Management System is designed to continually improve performance by understanding the context, identifying and addressing the needs of interested parties, setting Quality Objectives, conducting business risk analysis, complying with all applicable regulatory and statutory requirements, and reviewing its overall effectiveness.