



**TCS e-Serve International Limited (TEIL)**  
**NMLS ID: 934023**

TCS e-Serve International Limited (“TEIL”) is a regulated service provider supporting insurance and financial services institutions across multiple jurisdictions, including the United States and Australia. TEIL provides administrative, operational, and claims support services to its clients, which include licensed insurers and financial institutions.

TEIL does not underwrite, issue insurance policies, or act as the primary service provider to policyholders or customers. All contractual relationships in respect of insurance policies or financial products remain with the relevant insurer or principal entity.

**Claims and Customer Contact**

Policyholders and customers are required to contact their insurer or financial services provider directly for all matters relating to:

- lodging or managing claims
- policy servicing and coverage queries
- complaints or dispute resolution

The relevant insurer or financial services provider remains solely responsible for customer engagement, claims determination, and resolution of complaints, in accordance with applicable laws and regulations.

**TEIL Contact (Regulatory / Support Routing)**

In certain circumstances, where required under applicable regulatory frameworks or where a customer has reached TEIL through publicly available records, TEIL may be contacted at the details below.

TEIL will receive, review, and appropriately route such communications to the relevant client (insurer or financial institution) for handling and resolution.

- **Email:** [TEIL.service@tcs.com](mailto:TEIL.service@tcs.com)
- **Phone:** +91 9240933434

**Nature and Scope of TEIL’s Role**

TEIL operates strictly in a supporting, non-customer-facing capacity, and its role is limited to backend processing and administrative services performed on behalf of its clients.

Accordingly:

- TEIL does not independently adjudicate, approve, decline, or settle claims;
- TEIL does not provide advice or make representations to policyholders or customers;
- All customer-facing communications and decisions are issued by the relevant licensed insurer or financial services provider.



### **Information Handling and Data Protection**

Any information received by TEIL through the above contact channels:

- will be handled in accordance with applicable data protection, confidentiality, and outsourcing requirements;
- may be shared with the relevant insurer or financial services provider for the purpose of response and resolution; and
- will be processed solely for legitimate business and regulatory purposes.

### **Important Notice**

Submission of information to TEIL does not constitute formal notification of a claim or complaint to an insurer or financial services provider. Customers should ensure that all claims, complaints, or policy-related communications are submitted directly to the relevant insurer or provider in accordance with their prescribed processes.

To facilitate efficient routing, please include:

- Name of insurer / financial services provider
- Policy or reference number (if available)
- Brief description of the query

#### ***Revision History***

*This document is first published on 21<sup>st</sup> May 2026 and will be subject to revision as applicable.*