

Escalation Level 1

- Please contact IBM Priority number: [1800 419 5860](tel:18004195860)
- In case of cashless emergency, please call: [7337873402](tel:7337873402) or [7337873492](tel:7337873492)
- Please write to ibmcare@mediassistindia.com on any unanswered Queries by call centre for more than 2 working days
- Note: If you are not satisfied by the response received from the above mentioned ibmcare id, please write to ibm@apollomunichinsurance.com

Escalation Level 2

- Please write to ibm.escalation@mediassistindia.com
- If you are not satisfied by the response received from the above mentioned ibmcare id, please write to ibm@apollomunichinsurance.com

Escalation Level 3

Please call the AMHI CRM assigned to your location or nearest location

City	CRM	Mobile
Delhi	Ankit Pandey	8800098355
Hyderabad	Shiva Prasad Kompelli	9121160600
Bangalore	Dr.Yashwanth	9972655400
Pune	Prabir Mahato	9970004199
Kolkata	Subir Chowdhary	9007003379
Mumbai	Mangeshwari Reddy	7738008635
Chennai	S Karthikeyan	8056014379

Alternatively you can also write to ibm@apollomunichinsurance.com