

**PERIODIC DISCLOSURES**  
**FORM NL-41 GREIVANCE DISPOSAL**

Insurer: Bajajallianz General Insurance Co. Ltd

Date: 31st December 2012

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31st December 2012 DURING FINANCIAL YEAR 2012-13**

SI No.	Particulars	Opening Balance *As on beginning of the Quarter	Additions during the quarter	Complaints Resolved			Complaints Pending at the ending of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
	a) Proposal Related	0	3	3		0	0	8
	b) Claim	33	607	569		48	23	1780
	c) Policy Related	35	1469	1448		32	24	3876
	d) Premium	4	34	35		1	2	90
	e) Refund	15	122	123		8	6	427
	f) Coverage	2	26	22		2	4	96
	g) Cover Note Related	0	5	5		0	0	8
	h) Product	0	10	7		2	1	24
	i) others	28	541	544		9	16	1976
	<b>Total Number</b>	<b>117</b>	<b>2817</b>	<b>2756</b>	<b>0</b>	<b>102</b>	<b>76</b>	<b>8285</b>

2	Total Number of Policies during previous year :	4,386,984
3	Total Number of claims during previous year :	417,245
4	Total Number of Policies during current year :	4,644,701
5	Total Number of claims during current year :	425,194
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	14
7	Total Number of claim complaints (current year per 10,000 claim(current year)	42

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	46		46
(b)	7 - 15 days	21		21
(c)	15-30 days	8		8
(d)	30-90 days	1		1
(e)	90 days & Beyond	0		0
	<b>Total No. of complaints</b>	<b>76</b>		<b>76</b>

\* Opening balance should tally with the closing balance of the previous financial year