

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co.ltd Date: 31/3/2010

(Rs in Lakhs)
GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	0	15723	15694			29
	a) Sales Related	0	100	98			2
	b) Policy Administration Related	0	5699	5681			18
	c) Insurance Policy Coverage related		0	0			
	d) Claims related	0	7968	7962			6
	e) others	0	1956	1953			3
	d) Total Number	0	15723	15694			29

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	27		27
	b) Greater than 15 days	2		2
	Total Number	29	0	29

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