

## PERIODIC DISCLOSURES

### FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajajallianz General Insurance Date: Apr 12 to Jun 12

#### GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
	a) Sales Related	2	23	21		1	3
	b) Policy Administration Related	94	1895	1916		45	28
	c) Insurance Policy Coverage related	4	39	32		8	3
	d) Claims related	35	564	484		76	39
	e) others	15	196	175		22	14
	<b>Total Number</b>	<b>150</b>	<b>2717</b>	<b>2628</b>	<b>0</b>	<b>152</b>	<b>87</b>

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	85		85
	b) Greater than 15 days	2		2
	<b>Total Number</b>	<b>87</b>	<b>0</b>	<b>87</b>