

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 31st March 2013

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO DURING FINANCIAL YEAR

Sl 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		
1	Complaints made by customers							
	a) Proposal Related	0	1	1		0	0	7
	b) Claim	23	241	233		29	2	2020
	c) Policy Related	24	826	832		15	3	4661
	d) Premium	2	17	19		0	0	106
	e) Refund	6	102	106		2	0	539
	f) Coverage	4	9	11		2	0	103
	g) Cover Note Related	0	1	1		0	0	9
	g1 Product	1	2	3		0	0	26
	g2 others	16	642	655		1	2	2622
	Total Number	76	1841	1861	0	49	7	10093

2	Total Number of Policies during previous year :	5,938,241
3	Total Number of claims during previous year :	558,733
4	Total Number of Policies during current year :	6,509,314
5	Total Number of claims during current year :	583,117
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	12
7	Total Number of claim complaints (current year per 10,000 claim(current year)	35

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	6		6
(b)	7 - 15 days	0		0
(c)	15-30 days	1		1
(d)	30-90 days	0		0
(e)	90 days & Beyond	0		0
	Total No. of complaints	7		7

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