

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 30th September 2013

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	1	1	2	-	0	0	4
	b) Claim	9	217	196	-	20	10	484
	c) Policy Related	18	687	681	-	7	17	1348
	d) Premium	0	16	13	-	1	2	35
	e) Refund	0	53	49	-	1	3	128
	f) Coverage	0	8	7	-	0	1	15
	g) Cover Note Related	0	0	0	-	0	0	1
	g1 Product	0	1	1	-	0	0	3
	g2 others	10	539	542	-	0	7	982
	Total Number	38	1522	1491	0	29	40	3000

2	Total Number of Policies during previous year :	2,876,441
3	Total Number of claims during previous year :	281,295
4	Total Number of Policies during current year :	3,036,821
5	Total Number of claims during current year :	387,253
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	8
7	Total Number of claim complaints (current year per 10,000 claim(current year)	12

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	35		35
(b)	7 - 15 days	5		5
(c)	15-30 days	0		0
(d)	30-90 days	0		0
(e)	90 days & Beyond	0		0
	Total No. of complaints	40		40

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