

PERIODIC DISCLOSURES
FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 31st December 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 | 0 | 1 | 1 | | 0 | 0 | 5 |
| | b) Claim | 10 | 188 | 176 | | 12 | 10 | 672 |
| | c) Policy Related | 17 | 750 | 748 | | 6 | 13 | 2098 |
| | d) Premium | 2 | 14 | 15 | | 1 | 0 | 49 |
| | e) Refund | 3 | 52 | 51 | | 3 | 1 | 180 |
| | f) Coverage | 1 | 9 | 9 | | 1 | 0 | 24 |
| | g) Cover Note Related | 0 | 0 | 0 | | 0 | 0 | 1 |
| | g1 Product | 0 | 2 | 2 | | 0 | 0 | 5 |
| | g2 others | 7 | 492 | 491 | | 0 | 8 | 1474 |
| | Total Number | 40 | 1508 | 1493 | 0 | 23 | 32 | 4508 |

| | | |
|---|--|-----------|
| 2 | Total Number of Policies during previous year : | 4,477,894 |
| 3 | Total Number of claims during previous year : | 425,194 |
| 4 | Total Number of Policies during current year : | 4,706,052 |
| 5 | Total Number of claims during current year : | 618,688 |
| 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) | 11 |

| 8 | Duration wise Pending Status | Complaints made by Customers | Complaints made by Intermediaries | Total |
|-----|--------------------------------|------------------------------------|--|-----------|
| (a) | Upto 7 days | 29 | 0 | 29 |
| (b) | 7 -15 days | 3 | 0 | 3 |
| (c) | 15-30 days | 0 | 0 | 0 |
| (d) | 30-90 days | 0 | 0 | 0 |
| (e) | 90 days & Beyond | 0 | 0 | 0 |
| | Total No. of complaints | 32 | 0 | 32 |

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