

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 31st March 2014

| 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 | 41 | 38 | - | 0 | 3 | 46 |
| | b) Claim | 10 | 201 | 177 | - | 27 | 7 | 873 |
| | c) Policy Related | 13 | 917 | 905 | - | 10 | 15 | 3015 |
| | d) Premium | 0 | 11 | 11 | - | 0 | 0 | 60 |
| | e) Refund | 1 | 43 | 42 | - | 2 | 0 | 223 |
| | f) Coverage | 0 | 7 | 7 | - | 0 | 0 | 31 |
| | g) Cover Note Related | 0 | 0 | 0 | - | 0 | 0 | 1 |
| | g1 Product | 0 | 5 | 3 | - | 0 | 2 | 10 |
| | g2 others | 8 | 691 | 667 | - | 0 | 32 | 2165 |
| | Total Number | 32 | 1916 | 1850 | 0 | 39 | 59 | 6424 |

| | | |
|---|--|-----------|
| 2 | Total Number of Policies during previous year : | 6,318,726 |
| 3 | Total Number of claims during previous year : | 583,117 |
| 4 | Total Number of Policies during current year : | 6,742,179 |
| 5 | Total Number of claims during current year : | 824,455 |
| 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 | 43 | 0 | 43 |
| (b) | 7 -15 days | 15 | 0 | 15 |
| (c) | 15-30 days | 0 | 0 | 0 |
| (d) | 30-90 days | 1 | 0 | 1 |
| (e) | 90 days & Beyond | 0 | 0 | 0 |
| | Total No. of complaints | 59 | 0 | 59 |

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