

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 31st December 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 | 0 | 0 | 0 | 0 | 0 | 57 |
| b) | Claim | 5 | 221 | 192 | 7 | 14 | 13 | 617 |
| c) | Policy Related | 21 | 311 | 316 | 1 | 2 | 13 | 1716 |
| d) | Premium | 1 | 15 | 16 | 0 | 0 | 0 | 39 |
| e) | Refund | 2 | 20 | 20 | 0 | 1 | 1 | 85 |
| f) | Coverage | 0 | 3 | 3 | 0 | 0 | 0 | 15 |
| g) | Cover Note Related | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| g1 | Product | 1 | 5 | 4 | 0 | 2 | 0 | 23 |
| g2 | others | 65 | 281 | 341 | 1 | 3 | 1 | 1973 |
| | Total Number | 95 | 856 | 892 | 9 | 22 | 28 | 4526 |

| | | |
|---|--|-----------|
| 2 | Total Number of Policies during previous year : | 1,669,231 |
| 3 | Total Number of claims during previous year : | 231,435 |
| 4 | Total Number of Policies during current year : | 1,814,755 |
| 5 | Total Number of claims during current year : | 193,195 |
| 6 | Total Number of Policy complaints (current year per 10,000 policies (current year) | 3 |
| 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 | 11 | | 11 |
| (b) | 7 - 15 days | 5 | | 5 |
| (c) | 15-30 days | 8 | | 8 |
| (d) | 30-90 days | 4 | | 4 |
| (e) | 90 days & Beyond | 0 | | 0 |
| | Total No. of complaints | 28 | 0 | 28 |

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