

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 31st March 2015

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	3	3	0	0	0	60
b)	Claim	13	104	92	2	14	9	721
c)	Policy Related	13	357	337	2	18	13	2073
d)	Premium	0	4	4	0	0	0	43
e)	Refund	1	9	9	1	0	0	94
f)	Coverage	0	3	2	1	0	0	18
g)	Cover Note Related	0	0	0	0	0	0	1
g1	Product	0	2	2	0	0	0	25
g2	others	1	8	9	0	0	0	1981
	Total Number	28	490	458	6	32	22	5016

2	Total Number of Policies during previous year :	2,036,127
3	Total Number of claims during previous year :	205,767
4	Total Number of Policies during current year :	2,009,097
5	Total Number of claims during current year :	181,718
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	2
7	Total Number of claim complaints (current year per 10,000 claim(current year)	6

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	11		11
(b)	7 - 15 days	0		0
(c)	15-30 days	3		3
(d)	30-90 days	8		8
(e)	90 days & Beyond	0		0
	Total No. of complaints	22	0	22

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