

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co. Ltd.

Date: 30th September 2015

SI 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	0	1
	b) Claim	21	152	139	10	17	7	252
	c) Policy Related	14	354	336	2	23	7	649
	d) Premium	0	5	4	0	1	0	7
	e) Refund	1	3	4	0	0	0	10
	f) Coverage	1	8	9	0	0	0	10
	g) Cover Note Related	0	7	6	0	1	0	9
	g1 Product	0	2	2	0	0	0	3
	g2 others	0	22	19	1	0	2	26
	Total Number	37	554	520	13	42	16	967

2	Total Number of Policies during previous year :	1,809,023
3	Total Number of claims during previous year :	171,870
4	Total Number of Policies during current year :	1,928,660
5	Total Number of claims during current year :	180,061
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)	8

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	9		9
(b)	7 - 15 days	1		1
(c)	15-30 days	4		4
(d)	30-90 days	2		2
(e)	90 days & Beyond	0		0
	Total No. of complaints	16	0	16

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