

**PERIODIC DISCLOSURES**  
**FORM NL-41 GREIVANCE DISPOSAL**

Insurer: Bajajallianz General Insurance

Date: 31st Mar 17

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO DURING FINANCIAL YEAR**

Sl No.	Particulars	Opening Balance *As on beginning of Quarter	Additions during the Quarter	Complaints Resolved			Complaints Pending at the ending of	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claim	25	116	62	21	54	4	508
c)	Policy Related	12	64	61	4	9	2	358
d)	Premium	1	2	3	0	0	0	8
e)	Refund	2	9	8	2	0	1	33
f)	Coverage	1	1	2	0	0	0	3
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product	0	0	0	0	0	0	3
g2	Others	0	6	2	4	0	0	24
	<b>Total Number</b>	<b>41</b>	<b>198</b>	<b>138</b>	<b>31</b>	<b>63</b>	<b>7</b>	<b>939</b>

2	Total Number of Policies during previous year :	83,98,326
3	Total Number of claims during previous year :	9,42,189
4	Total Number of Policies during current year :	99,74,515
5	Total Number of claims during current year :	7,84,411
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	0
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	4	0	4
(b)	7 - 15 days	1	0	1
(c)	15-30 days	1	0	1
(d)	30-90 days	1	0	1
(e)	90 days & Beyond	0	0	0
	<b>Total No. of complaints</b>	<b>7</b>	<b>0</b>	<b>7</b>