

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajajallianz General Insurance Co Ltd

Date: 30th Jun 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		
1	Complaints made by customers							
a)	Proposal Related	0	2	1	1	0	0	2
b)	Claim	4	123	66	20	38	3	123
c)	Policy Related	2	86	67	8	10	3	86
d)	Premium	0	1	1	0	0	0	1
e)	Refund	1	13	12	0	1	1	13
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product	0	1	1	0	0	0	1
g2	Others	0	5	3	1	1	0	5
	Total Number	7	231	151	30	50	7	231

2	Total Number of Policies during previous year :	22,82,716
3	Total Number of claims during previous year :	2,10,550
4	Total Number of Policies during current year :	30,74,437
5	Total Number of claims during current year :	2,64,555
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)	5

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	3	0	3
(b)	7 - 15 days	0	0	0
(c)	15-30 days	4	0	4
(d)	30-90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	7	0	7

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