

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co Ltd

Date:

30th Sep'17

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO

DURING FINANCIAL YEAR

SI 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	1	1			0	3
b)	Claim	3	131	47	38	39	10	254
c)	Policy Related	3	79	61	4	9	8	165
d)	Premium	0	3	2	1		0	4
e)	Refund	1	14	11	3		1	27
f)	Coverage	0	1	1	0		0	1
g)	Cover Note Related	0	0	0	0		0	0
g1	Product	0	0	0	0		0	1
g2	Others	0	12	7	4	1	0	17
	Total Number	7	241	130	50	49	19	472

2	Total Number of Policies during previous year :	46,50,521
3	Total Number of claims during previous year :	4,48,356
4	Total Number of Policies during current year :	59,08,683
5	Total Number of claims during current year :	5,69,849
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)	4

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	12	0	12
(b)	7 - 15 days	3	0	3
(c)	15-30 days	3	0	3
(d)	30-90 days	1	0	1
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	19	0	19

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