

PERIODIC DISCLOSURES
FORM NL-41 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co Ltd

31st Mar '20

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 the Quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	Duplicate		
1	Complaints made by customers								
a)	Proposal Related	0	2	0	1	1	0	0	4
b)	Claim	2	149	12	69	64	6	0	655
c)	Policy Related	4	159	91	62	2	6	2	731
d)	Premium	0	1	0	1	0	0	0	8
e)	Refund	0	29	21	7	0	0	1	156
f)	Coverage	0	1	0	1	0	0	0	1
g)	Cover Note Related	0	0	0	0	0	0	0	0
g1	Product	0	0	0	0	0	0	0	1
g2	Others	1	18	10	8	1	0	0	71
	Total Number	7	359	134	149	68	12	3	1627

2	Total Number of Policies during previous year :	20720422
3	Total Number of claims during previous year :	2683374
4	Total Number of Policies during current year :	26875198
5	Total Number of claims during current year :	5766512
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	0.36
7	Total Number of claim complaints (current year per 10,000 claim(current year)	1.14

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	0	0	0
(d)	30-90 days	0	0	0
(e)	90 days & Beyond	0	0	0
	Total No. of complaints	3	0	3

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