

PERIODIC DISCLOSURES
FORM NL-41 GREIVANCE DISPOSAL

Insurer: Bajajallianz General Insurance Co Ltd

31st Mar'21

SI No.	Particulars	DURING FINANCIAL YEAR							Complaints Pending at the ending of the Quarter	Total complaints registered upto the quarter during the financial year
		Opening Balance *As on beginning of Quarter (Correct)	Additions during the Quarter	Complaints Resolved						
				Fully Accepted	Partial Accepted	Rejected	Duplicate			
1	Complaints made by customers									
a)	Proposal Related	0	0	0	0	0	0	0	0	
b)	Claim	2	225	14	151	60	2	0	647	
c)	Policy Related	0	234	100	120	9	4	1	822	
d)	Premium	0	14	0	14	0	0	0	21	
e)	Refund	0	22	9	12	1	0	0	105	
f)	Coverage	0	2	2	0	0	0	0	2	
g)	Cover Note Related	0	0	0	0	0	0	0	0	
g1	Product	0	0	0	0	0	0	0	0	
g2	Others	1	83	12	68	3	1	0	184	
	Total Number	3	580	137	365	73	7	1	1781	

2	Total Number of Policies during previous year :	26875198
3	Total Number of claims during previous year :	5766512
4	Total Number of Policies during current year :	24973439
5	Total Number of claims during current year :	3771501
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	0.45
7	Total Number of claim complaints (current year per 10,000 claim (current year)	1.72

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
(a)	Upto 7 days	1	0	1
(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	1	0	1

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