

**PERIODIC DISCLOSURES**  
**FORM NL-45 GREIVANCE DISPOSAL**

Insurer: Bajajallianz General Insurance Co Ltd

30th Sep'21

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO**

Sl No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	1	0	1	0	0	1
b)	Claims Related	0	284	10	205	69	0	456
c)	Policy Related	0	191	69	119	3	0	326
d)	Premium Related	0	1	0	1	0	0	12
e)	Refund Related	0	28	9	17	2	0	46
f)	Coverage Related	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product Related	0	1	1	0	0	0	1
	Others (to be specified)							
	(i) Other Insurer	0	125	15	94	16	0	206
g2	(ii) Hike In Premium							
	<b>Total Number</b>	<b>0</b>	<b>631</b>	<b>104</b>	<b>437</b>	<b>90</b>	<b>0</b>	<b>1048</b>

2	Total Number of Policies during previous year :	24973439
3	Total Number of claims during previous year :	3771501
4	Total Number of Policies during current year :	10356365
5	Total Number of claims during current year :	1327583
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	0.57
7	Total Number of claim complaints (current year per 10,000 claim(current year)	3.43

8	Duration wise Pending Status	Complaints made by Customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
(a)	Up to 15 days	0	0%	0	0%	0	0%
(b)	15-30 days	0	0%	0	0%	0	0%
(c)	30-90 days	0	0%	0	0%	0	0%
(d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total No. of complaints	0	0%	0	0%	0	0%

**Note :-** (a) Opening balance should tally with the closing balance of the previous quarter.  
 (b) Complaints reported should be net of duplicate complaints  
 (c) No. of policies should be new policies (both individual and group) net of cancellations  
 (d) Claims should be no. of claims reported during the period  
 (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.