

PERIODIC DISCLOSURES

FORM NL-45 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co Ltd

31st Mar-23

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31st March 2023

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		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	0	433	8	357	68	0	1,274
c)	Policy Related	0	155	32	121	2	0	562
d)	Premium	0	9	1	8	0	0	23
e)	Refund	0	38	1	36	1	0	111
f)	Coverage	0	2	0	2	0	0	4
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product	0	11	1	10	0	0	26
	Others (to be specified)							
g2	(i) _____	0	167	34	126	7	0	575
	(ii) _____							
	Total Number	0	815	77	660	78	0	2,575

2	Total Number of Policies during previous year :	2,22,63,076
3	Total Number of claims during previous year :	45,62,051
4	Total Number of Policies during current year :	2,79,04,160
5	Total Number of claims during current year :	43,75,330
6	Total Number of Policy complaints (current year per 10,000 policies)	0.47
7	Total Number of claim complaints (current year per 10,000 claims)	2.91

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.