

PERIODIC DISCLOSURES
FORM NL-45 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co Ltd

30th Jun'23

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th Jun'23

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	1	0	1	0	0	1
b)	Claim	0	476	22	294	157	3	476
c)	Policy Related	0	156	49	96	11	0	156
d)	Premium	0	2	0	1	1	0	2
e)	Refund	0	22	2	20	0	0	22
f)	Coverage	0	2	0	1	1	0	2
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product	0	1	0	1	0	0	1
g2	Others (to be specified) (i) _____ (ii) _____	0	137	29	85	23	0	137
	Total Number	0	797	102	499	193	3	797

2	Total Number of Policies during previous year :	49,19,772
3	Total Number of claims during previous year :	9,07,351
4	Total Number of Policies during current year :	68,04,744
5	Total Number of claims during current year :	7,53,611
6	Total Number of Policy complaints (current year per 10,000 policies (current year)	0.47
7	Total Number of claim complaints (current year per 10,000 claim(current year)	6.32

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	3	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	3	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.