

PERIODIC DISCLOSURES

FORM NL-41 : GREIVANCE DISPOSAL



Name of the Insurer: BHARTI AXA General Insurance Company Limited
Registration No: 139 and Date of Registration with the IRDA : 27th June 2008

Date: As on 30th June 2013

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th JUNE DURING THE FINANCIAL YEAR 2013-14

SI No.	Particulars	Opening Balance * As on being of the quarter	Additions during the quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total Complaints Registered upto the quarter during the Financial year (1st April'13- 30th June'13)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related		34	34	0	0	0	34
b)	Claim	13	556	406	61	71	31	556
c)	Policy Related	9	448	439	0	0	18	448
d)	Premium	0	0	0	0	0	0	0
e)	Refund	0	31	30	0	0	1	31
f)	Coverage	0	42	40	0	0	2	42
g)	Cover Note Related	0	70	66	0	0	4	70
h)	Product	0	0	0	0	0	0	0
i)	others	13	322	325	0	0	10	322
	Total Number of Complaints	35	1503	1340	61	71	66	1503

2	Total No. of policies during previous year:	1122496
3	Total No. of Claims during previous year:	183466
4	Total No. of policies during current year:	413560
5	Total No. of Claims during current year:	60113
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	11
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	92

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	42	0	42
b)	7 to 15 Days	24	0	24
c)	15 to 30 Days	0	0	0
d)	30 to 90 Days	0	0	0
e)	90 Days and beyond	0	0	0
	Total Number of Complaints	66	0	66

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

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