

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 31st December 2013

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER DURING THE FINANCIAL YEAR 2013-14

Sl 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- 31st December'13)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	7	7	0	0	0	45
b)	Claim	31	627	311	299	35	13	1740
c)	Policy Related	37	753	734	7	2	47	1794
d)	Premium	1	72	71	0	0	2	92
e)	Refund	2	28	29	1	0	0	85
f)	Coverage	0	3	2	0	0	1	51
g)	Cover Note Related	3	28	28	2	0	1	145
h)	Product	0	0	0	0	0	0	7
i)	others	4	36	34	4	1	1	435
	Total Number of Complaints	78	1554	1216	313	38	65	4394

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:	1272247
5	Total No. of Claims during current year:	179570
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	14
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	97

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	58	0	58
b)	7 to 15 Days	7	0	7
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	65	0	65

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

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