

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 2014

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE DURING THE FINANCIAL YEAR 2014-15

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'14- 30th June'14)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	2	6	6	0	0	0	6
b)	Claim	28	471	28	401	42	0	471
c)	Policy Related	25	498	479	17	1	1	498
d)	Premium	1	15	15	0	0	0	15
e)	Refund	4	35	33	2	0	0	35
f)	Coverage	0	6	5	1	0	0	6
g)	Cover Note Related	1	7	7	0	0	0	7
h)	Product	1	3	3	0	0	0	3
i)	others	2	33	27	4	2	0	33
	Total Number of Complaints	64	1074	603	425	45	1	1074

2	Total No. of policies during previous year:	1759534
3	Total No. of Claims during previous year:	241254
4	Total No. of policies during current year:	498137
5	Total No. of Claims during current year:	69394
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	22
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	68

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	44	0	44
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	51	0	51

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

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