

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 September 2014

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH SEPTEMBER 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 Sep'14)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	43	38	4	0	1	49
b)	Claim	0	671	7	590	48	26	1142
c)	Policy Related	1	473	407	33	3	30	971
d)	Premium	0	0	0	0	0	0	15
e)	Refund	0	47	44	1	0	2	82
f)	Coverage	0	0	0	0	0	0	6
g)	Cover Note Related	0	0	0	0	0	0	7
h)	Product	0	0	0	0	0	0	3
i)	others	0	44	40	0	0	4	77
	Total Number of Complaints	1	1278	536	628	51	63	2352

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:	511116
5	Total No. of Claims during current year:	144048
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	46
7	Total No. of Claim Complaints (current year) per 10,000claims registered (current year) :	47

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	5	0	5
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	63	0	63

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

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