

**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 2014

**GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER DURING THE FINANCIAL YEAR 2014-15**

Sl No.	Particulars	Opening Balance * As on belng 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- 31st Dec'14)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	1	1	2	0	0	0	50
b)	Claim	26	555	24	500	41	16	1697
c)	Policy Related	30	394	396	9	1	18	1365
d)	Premium	0	21	19	0	0	2	36
e)	Refund	2	45	41	4	0	2	127
f)	Coverage	0	10	8	2	0	0	16
g)	Cover Note Related	0	9	8	1	0	0	16
h)	Product	0	0	0	0	0	0	3
i)	others	4	13	10	6	0	1	90
	<b>Total Number of Complaints</b>	<b>63</b>	<b>1048</b>	<b>508</b>	<b>522</b>	<b>42</b>	<b>39</b>	<b>3400</b>

<b>2</b>	Total No. of policies during previous year: (1st April'13-31st March'14)	1759534
<b>3</b>	Total No. of Claims during previous year: (1st April'13-31st March'14)	241254
<b>4</b>	Total No. of policies during current year: (1st April'14- 31st Dec'14)	1531982
<b>5</b>	Total No. of Claims during current year: (1st April'14- 31st Dec'14)	218409
<b>6</b>	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	22
<b>7</b>	Total No. of Claim Complaints ( current year) per 10,000 claims registered (current year) :	78

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Upto 7 Days	18	0	18
b)	7 to 15 Days	21	0	21
c)	15 to 30 Days	0	0	0
d)	30 to 90 Days	0	0	0
e)	90 Days and beyond	0	0	0
	<b>Total Number of Complaints</b>	<b>39</b>	<b>0</b>	<b>39</b>

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

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