

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 2015

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH JUNE DURING THE FINANCIAL YEAR 2015-16

Sl No.	Particulars	Opening Balance * As on beimg 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'15- 30th Jun'15)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	28	4	23	6	1	2	4
b)	Claim	37	570	110	431	45	21	570
c)	Policy Related	0	512	420	55	5	32	512
d)	Premium	5	5	5	2	2	1	5
e)	Refund	0	53	31	12	1	9	53
f)	Coverage	0	3	3	0	0	0	3
g)	Cover Note Related	0	3	2	1	0	0	3
h)	Product	0	1	1	0	0	0	1
i)	others	0	17	10	7	0	0	17
	Total Number of Complaints	70	1168	605	514	54	65	1168

2	No. of Policies during the previous year (1st April'14-31st March'15)	2019725
3	Total no. of Claims during the previous year (1st April'14-31st March'15)	291147
4	Total no. of policies during the current year (1st April'15- 30th June'15)	494477
5	Total no. of Claims during the current year (1st April'15- 31st June'15)	56770
6	Total no. of policy complaints (current year) per 10000 policies	12
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	100

8	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 Days	38	0	38
b)	7 to 15 Days	27	0	27
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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