

**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 2015

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

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'15- 30th Sep'15)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	2	6	7	0	1	1	10
b)	Claim	21	524	8	476	61	22	1094
c)	Policy Related	32	376	394	7	7	25	888
d)	Premium	1	7	8	0	0	0	12
e)	Refund	9	48	51	1	5	6	101
f)	Coverage	0	9	9	0	0	2	12
g)	Cover Note Related	0	4	4	0	0	0	7
h)	Product	0	1	1	0	0	0	2
i)	others	0	9	5	1	3	0	26
	<b>Total Number of Complaints</b>	<b>65</b>	<b>984</b>	<b>487</b>	<b>485</b>	<b>77</b>	<b>56</b>	<b>2152</b>

<b>2</b>	No. of Policies during the previous year (1st April'14-31st March'15)	2019725
<b>3</b>	Total no. of Claims during the previous year (1st April'14-31st March'15)	291147
<b>4</b>	Total no. of policies during the current year (1st April'15- 30th June'15)	976066
<b>5</b>	Total no. of Claims during the current year (1st April'15- 31st June'15)	125821
<b>6</b>	Total no. of policy complaints (current year) per 10000 policies	10.62
<b>7</b>	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	87

<b>8</b>	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 Days	36	0	36
b)	7 to 15 Days	20	0	20
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>56</b>	<b>0</b>	<b>56</b>

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

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