

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 2015

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER 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- 31st Dec'15)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	1	5	6	0	0	0	15
b)	Claim	22	515	9	459	49	20	1609
c)	Policy Related	25	510	502	7	1	25	1398
d)	Premium	0	8	7	1	0	0	20
e)	Refund	6	33	38	0	1	0	134
f)	Coverage	2	6	8	0	0	0	18
g)	Cover Note Related	0	2	2	0	0	0	9
h)	Product	0	0	0	0	0	0	2
i)	others	0	1	1	0	0	0	27
	Total Number of Complaints	56	1080	573	467	51	45	3232

2	No. of Policies during the previous year (1st April'14-30th March'15)	2019725
3	Total no. of Claims during the previous year (1st April'14-30th March'15)	291147
4	Total no. of policies during the current year (1st April'15- 31st Dec'15)	1451241
5	Total no. of Claims during the current year (1st April'15- 31st Dec'15)	190676
6	Total no. of policy complaints (current year) per 10000 policies	11.18
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	84

8	Duration wise Pending Status	Complaints made by customers	Complaints made by Intermediaries	Total
a)	Upto 7 Days	27	0	27
b)	7 to 15 Days	18	0	18
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	45	0	45

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

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