

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 Sep 2016

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30TH SEPTEMBER DURING THE FINANCIAL YEAR 2016-17

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'16- 30th Sep'16)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	1	0	0	1	3
b)	Claims	21	464	201	184	81	19	992
c)	Policy Related	18	400	275	111	8	24	786
d)	Premium	0	9	5	4	0	0	13
e)	Refund	3	22	21	1	0	3	68
f)	Coverage	1	4	3	2	0	0	7
g)	Cover note Related	3	1	4	0	0	0	5
h)	Product	0	3	3	0	0	0	3
i)	Others	0	3	0	0	3	0	11
	Total Number of Complaints	46	908	513	302	92	47	1888

2	No. of Policies during the previous year (1st April'14-31st March'15)	1902279
3	Total no. of Claims during the previous year (1st April'14-31st March'15)	252191
4	Total no. of policies during the current year (1st April'15-31st Mar'16)	960559
5	Total no. of Claims during the current year (1st April'15-31st Mar'16)	123789
6	Total no. of policy complaints (current year) per 10000 policies	9.33
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	80

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	21	0	21
b)	7 to 15 days	26	0	26
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	47	0	47

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

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