

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 2017

GRIEVANCE DISPOSAL

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 June'17)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	4	2	1	1	0	12
b)	Claims	12	269	28	182	64	7	662
c)	Policy Related	13	268	219	35	24	3	635
d)	Premium	0	5	3	2	0	0	19
e)	Refund	0	15	13	0	0	2	28
f)	Coverage	0	2	1	1	0	0	19
g)	Cover note Related	0	0	0	0	0	0	1
h)	Product	0	3	0	2	1	0	5
i)	Others	0	6	4	0	2	0	14
	Total Number of Complaints	25	572	270	223	92	12	1395

2	No. of Policies during the previous year (1st April'16-31st March'17)	1927546
3	Total no. of Claims during the previous year (1st April'16-31st March'17)	246903
4	Total no. of policies during the current year (1st April'17- 31st Mar'18)	876072
5	Total no. of Claims during the current year (1st April'17- 31st Mar'18)	116103
6	Total no. of policy complaints (current year) per 10000 policies	8.37

7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	57
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8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	9	0	9
b)	7 to 15 days	3	0	3
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	12	0	12

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

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