

**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: 31st December 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- 31st Dec'17)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	7	6	0	0	1	19
b)	Claims	7	107	8	74	27	5	769
c)	Policy Related	3	91	67	12	12	3	726
d)	Premium	0	9	4	4	1	0	28
e)	Refund	2	4	5	1	0	0	32
f)	Coverage	0	0	0	0	0	0	19
g)	Cover note Related	0	1	1	0	0	0	2
h)	Product	0	12	6	5	0	1	17
i)	Others	0	8	3	2	3	0	22
	<b>Total Number of Complaints</b>	<b>12</b>	<b>239</b>	<b>100</b>	<b>98</b>	<b>43</b>	<b>10</b>	<b>1634</b>

<b>2</b>	No. of Policies during the previous year (1st April'16-31st March'17)	1927546
<b>3</b>	Total no. of Claims during the previous year (1st April'16-31st March'17)	246903
<b>4</b>	Total no. of policies during the current year (1st April'17- 31st Dec'17)	1380643
<b>5</b>	Total no. of Claims during the current year (1st April'17- 31st Dec'17)	170230
<b>6</b>	Total no. of policy complaints (current year) per 10000 policies	6.27
<b>7</b>	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	45

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Upto 7 days	8	0	8
b)	7 to 15 days	2	0	2
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>10</b>	<b>0</b>	<b>10</b>

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

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