

**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 IRDAI : 27th June 2008

Date: 31st March 2018

**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 Mar'18)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	8	7	0	1	0	8
b)	Claims	8	898	67	664	173	2	898
c)	Policy Related	14	838	724	65	57	6	838
d)	Premium	1	39	29	9	2	0	39
e)	Refund	0	61	55	5	0	1	61
f)	Coverage	0	23	18	4	1	0	23
g)	Cover note Related	0	3	3	0	0	0	3
h)	Product	0	24	14	9	1	0	24
i)	Others	0	54	36	7	11	0	54
	<b>Total Number of Complaints</b>	<b>23</b>	<b>1948</b>	<b>953</b>	<b>763</b>	<b>246</b>	<b>9</b>	<b>1948</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 Mar'18)	1762228
<b>5</b>	Total no. of Claims during the current year (1st April'17- 31st Mar'18)	224266
<b>6</b>	Total no. of policy complaints (current year) per 10000 policies	4.91
<b>7</b>	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	34

<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	7	0	7
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>9</b>	<b>0</b>	<b>9</b>

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

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