

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:30 Jun 2018

GRIEVANCE DISPOSAL

| Sl No. | Particulars | Opening Balance * As on being of the quarter | Additions during the FY | Complaints Resolved/Settled during the quarter | | | Complaints Pending at the end of the FY | Total Complaints during the Financial year (1st April'18- 30 Jun'18) |
|----------|-------------------------------------|--|----------------------------|---|---------------------|-----------|--|--|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Proposal Related | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| b) | Claims | 2 | 136 | 58 | 37 | 43 | 0 | 138 |
| c) | Policy Related | 6 | 73 | 60 | 13 | 6 | 0 | 79 |
| d) | Premium | 0 | 2 | 2 | 0 | 0 | 0 | 2 |
| e) | Refund | 1 | 16 | 15 | 2 | 0 | 0 | 17 |
| f) | Coverage | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| g) | Cover note Related | 0 | 2 | 2 | 0 | 0 | 0 | 2 |
| h) | Product | 0 | 9 | 4 | 0 | 5 | 0 | 9 |
| i) | Others | 0 | 27 | 16 | 5 | 6 | 0 | 27 |
| | Total Number of Complaints | 9 | 265 | 157 | 57 | 60 | 0 | 274 |

| | | |
|----------|--|---------|
| 2 | No. of Policies during the previous year (1st April'17- 31st Mar'18) | 1762228 |
| 3 | Total no. of Claims during the previous year ((1st April'17- 31st Mar'18) | 224266 |
| 4 | Total no. of policies during the current year (1st April'18- 30 Jun'18) | 1686964 |
| 5 | Total no. of Claims during the current year (1st April'18- 30 Jun'18) | 55153 |
| 6 | Total no. of policy complaints (current year) per 10000 policies | 5.13 |
| 7 | Total no. of Claim complaints (current year) per 10000 claim registered (current year) | 139 |

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

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

Signature _____