

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 Sep 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	2	2	0	0	0	2
b)	Claims	0	109	53	29	23	4	109
c)	Policy Related	0	107	98	2	3	4	107
d)	Premium	0	8	7	0	0	1	8
e)	Refund	0	4	4	0	0	0	4
f)	Coverage	0	0	0	0	0	0	0
g)	Cover note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	16	13	1	0	2	16
	Total Number of Complaints	0	246	177	32	26	11	246

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 polcies during the current year (1st Jul'18- 30 Sep'18)	1788238
5	Total no. of Claims during the current year (1st Jul'18- 30 Sep'18)	56824
6	Total no. of policy complaints (current year) per 10000 policies	4.84
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	135

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	7	0	7
b)	7 to 15 days	4	0	4
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	11	0	11

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

Signature: Rohit Kohli