

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: 31 Dec 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	6	4	0	2	0	6
b)	Claims	4	100	56	24	17	7	104
c)	Policy Related	4	335	319	13	1	6	339
d)	Premium	1	22	22	0	1	0	23
e)	Refund	0	17	14	2	0	1	17
f)	Coverage	0	1	1	0	0	0	1
g)	Cover note Related	0	8	8	0	0	0	8
h)	Product	0	5	2	3	0	0	5
i)	Others	2	51	44	6	3	0	53
	Total Number of Complaints	11	545	470	48	24	14	556

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 Oct'18- 31 Dec'18)	2334031
5	Total no. of Claims during the current year (1st Oct'18- 31 Dec'18)	59624
6	Total no. of policy complaints (current year) per 10000 policies	3.71
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	129

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	11	0	11
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	14	0	14

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

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