

**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 Mar 2019

**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 Apr'18- 31st Mar'19)
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	2	1	1	0	0	10
b)	Claims	7	102	50	43	16	0	453
c)	Policy Related	6	109	105	3	4	3	640
d)	Premium	0	6	6	0	0	0	38
e)	Refund	1	17	14	3	0	1	61
f)	Coverage	0	3	1	1	1	0	4
g)	Cover note Related	0	1	1	0	0	0	11
h)	Product	0	1	0	1	0	0	7
i)	Others	0	47	38	3	3	3	120
	<b>Total Number of Complaints</b>	<b>14</b>	<b>288</b>	<b>216</b>	<b>55</b>	<b>24</b>	<b>7</b>	<b>1344</b>

<b>2</b>	No. of Policies during the previous year (1st April'17- 31st Mar'18)	1762228
<b>3</b>	Total no. of Claims during the previous year ((1st April'17- 31st Mar'18)	224266
<b>4</b>	Total no. of policies during the current year (1st Apr'18- 31 Mar'19)	3004634
<b>5</b>	Total no. of Claims during the current year (1st Apr'18- 31 Mar'19)	238214
<b>6</b>	Total no. of policy complaints (current year) per 10000 policies	2.13
<b>7</b>	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	19

<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	2	0	2
b)	7 to 15 days	5	0	5
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>7</b>	<b>0</b>	<b>7</b>

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

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