

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 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'19- 30th Jun'19)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	2	1	1	0	0	2
b)	Claims	0	112	39	47	23	3	112
c)	Policy Related	3	56	52	5	1	1	56
d)	Premium	0	9	6	2	1	0	9
e)	Refund	1	7	7	0	0	1	7
f)	Coverage	0	3	2	1	0	0	3
g)	Cover note Related	0	1	1	0	0	0	1
h)	Product	0	3	2	1	0	0	3
i)	Others	3	24	15	7	4	1	24
	Total Number of Complaints	7	217	125	64	29	6	217

2	No. of Policies during the previous year (1st April'18- 31st Mar'19)	3004634
3	Total no. of Claims during the previous year ((1st April'18- 31st Mar'19)	238214
4	Total no. of polcies during the current year (1st Apr'19 - 30 Jun'19)	1029039
5	Total no. of Claims during the current year (1st Apr'19 - 30 Jun'19)	74019
6	Total no. of policy complaints (current year) per 10000 policies	0.54
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	15

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	5	0	5
b)	7 to 15 days	1	0	1
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	6	0	6

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

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