

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 2019								
GRIEVANCE DISPOSAL								
Sl No.	Particulars	Opening Balance * As on beling 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 Sep'19)
				Fully Accepted	Partial Accepted	Rejected		
1	<b>Complaints made by customers</b>							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claims	3	139	43	41	52	6	251
c)	Policy Related	1	46	39	3	0	5	102
d)	Premium	0	3	1	0	1	1	12
e)	Refund	1	14	11	3	0	1	21
f)	Coverage	0	1	0	0	0	1	4
g)	Cover note Related	0	2	2	0	0	0	3
h)	Product	0	5	3	1	0	1	8
i)	Others	1	18	13	4	1	1	42
	<b>Total Number of Complaints</b>	<b>6</b>	<b>228</b>	<b>112</b>	<b>52</b>	<b>54</b>	<b>16</b>	<b>445</b>
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 Sep'19)	2130359						
5	Total no. of Claims during the current year (1st Apr'19 - 30 Sep'19)	74019						
6	Total no. of policy complaints (current year) per 10000 policies	0.48						
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	34						
8	<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	9	0	9				
b)	7 to 15 days	7	0	7				
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>16</b>	<b>0</b>	<b>16</b>				
* Opening balance should tally with the closing balance of the previous financial year.								
Signature _____								