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 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 Dec'19
				Fully Accepted	Partial Accepted	Rejected		
1	**Complaints made by customers**							
a)	Proposal Related	0	0	0	0	0	0	2
b)	Claims	6	140	34	57	46	9	391
c)	Policy Related	5	44	32	12	2	3	146
d)	Premium	1	1	0	1	0	1	13
e)	Refund	1	15	9	5	1	1	36
f)	Coverage	1	2	2	1	0	0	6
g)	Cover note Related	0	0	0	0	0	0	3
h)	Product	1	5	3	1	2	0	13
i)	Others	1	26	15	7	4	1	68
	Total Number of Complaints	**16**	**233**	**95**	**84**	**55**	**15**	**678**

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 - 31 Dec'19)	4623135
5	Total no. of Claims during the current year (1st Apr'19 - 31 Dec'19)	230017
6	Total no. of policy complaints (current year) per 10000 policies	0.32
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	17

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	6	0	6
b)	7 to 15 days	9	0	9
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	**15**	**0**	**15**

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

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