

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 2020

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 Mar'20)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	1	0	0	0	3
b)	Claims	9	122	30	65	33	3	513
c)	Policy Related	3	74	61	9	4	3	220
d)	Premium	1	3	2	0	2	0	16
e)	Refund	1	14	12	3	0	0	50
f)	Coverage	0	0	0	0	0	0	6
g)	Cover note Related	0	0	0	0	0	0	3
h)	Product	0	6	4	1	1	0	19
i)	Others	1	18	12	3	2	2	86
	Total Number of Complaints	15	238	122	81	42	8	916

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 policies during the current year (1st Apr'19 - 31 Mar'20)	4691191
5	Total no. of Claims during the current year (1st Apr'19 - 31 Mar'20)	308361
6	Total no. of policy complaints (current year) per 10000 policies	0.47
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	8	0	8
b)	7 to 15 days	0	0	0
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	8	0	8

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

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