


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 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'20 - 30th Jun'20)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	3
b)	Claims	3	97	23	35	39	3	513
c)	Policy Related	3	98	79	12	7	3	220
d)	Premium	0	4	3	1	0	0	16
e)	Refund	0	9	9	0	0	0	50
f)	Coverage	0	4	3	0	1	0	6
g)	Cover note Related	0	0	0	0	0	0	3
h)	Product	0	1	0	1	0	0	19
i)	Others	2	24	16	4	5	1	86
	Total Number of Complaints	8	237	133	53	52	7	916
2	No. of Policies during the previous year (1st Apr'19 - 31 Mar'20)	4691191						
3	Total no. of Claims during the previous year (1st Apr'19 - 31 Mar'20)	308361						
4	Total no. of policies during the current year (1st Apr'20 - 30th Jun'20)	4551270						
5	Total no. of Claims during the current year (1st Apr'20 - 30th Jun'20)	33786						
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)	152						
8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	Upto 7 days	7	0	7				
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	7	0	7				
* Opening balance should tally with the closing balance of the previous financial year.								
Signature _____								