

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 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	1	1	0	0	0	1
b)	Claims	3	145	20	64	63	1	242
c)	Policy Related	3	69	51	18	3	0	167
d)	Premium	0	2	1	0	0	1	6
e)	Refund	0	18	15	1	0	2	27
f)	Coverage	0	0	0	0	0	0	4
g)	Cover note Related	0	1	1	0	0	0	1
h)	Product	0	0	0	0	0	0	1
i)	Others	1	22	12	7	4	0	46
	Total Number of Complaints	7	258	101	90	70	4	495

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)	4528639
5	Total no. of Claims during the current year (1st Apr'20 - 30th Jun'20)	103113
6	Total no. of policy complaints (current year) per 10000 policies	0.37
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	23

8	Duration wise Pending Status	Complaints made		
		by customers	by intermediaries	Total
a)	Upto 7 days	4	0	4
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	4	0	4

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

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