

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 Dec 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 - 31st Dec'20)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0	0	0	0	0	1
b)	Claims	1	135	24	26	79	7	377
c)	Policy Related	0	74	49	6	12	7	241
d)	Premium	1	3	2	0	2	0	9
e)	Refund	2	14	11	3	1	1	41
f)	Coverage	0	1	0	0	1	0	5
g)	Cover note Related	0	0	0	0	0	0	1
h)	Product	0	2	1	0	1	0	3
i)	Others	0	34	14	2	18	0	80
	Total Number of Complaints	4	263	101	37	114	15	758

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 - 31st Dec'20)	5074439
5	Total no. of Claims during the current year (1st Apr'20 - 31st Dec'20)	190538
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)	20

8	Duration wise Pending Status	Complaints made		
		by customers	by intermediaries	Total
a)	Upto 7 days	11	0	11
b)	7 to 15 days	4	0	4
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.

Signature _____