

PERIODIC DISCLOSURES

FORM NL-41 : GRIEVANCE 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 2021

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance * As on beimg 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'21 - 30th Jun'21)
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	1	0	0	1	0	1
b)	Claims	2	128	33	35	59	3	128
c)	Policy Related	2	69	50	8	13	0	69
d)	Premium	0	6	1	3	1	1	6
e)	Refund	0	9	6	1	2	0	9
f)	Coverage	0	1	1	0	0	0	1
g)	Cover note Related	0	0	0	0	0	0	0
h)	Product	1	3	1	1	2	0	3
i)	Others	1	22	10	4	6	3	22
	Total Number of Complaints	6	239	102	52	84	7	239

2	No. of Policies during the previous year (1st Apr'20 - 31st Mar'21)	5235315
3	Total no. of Claims during the previous year (1st Apr'20 - 31st Mar'21)	278896
4	Total no. of polices during the current year (1st Apr'21 - 30 Jun'21)	5170553
5	Total no. of Claims during the current year (1st Apr'21 - 30 Jun'21)	60006
6	Total no. of policy complaints (current year) per 10000 policies	0.13
7	Total no. of Claim complaints (current year) per 10000 claim registered (current year)	21

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.

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