

PERIODIC DISCLOSURES

FORM NL-41

GRIEVANCE DISPOSAL

Insurer : Raheja QBE General Insurance Company Limited
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31ST DECEMBER 2012

Date: 31/03/2013
DURING THE FINANCIAL YEAR 2012-2013

Sl.No.	Particulars	Opening Balance* As on being of the quarter	Additions during the quarter	Complaints Resolved / Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by the customers	0	0	0	0	0	0	0
a)	<i>Proposal Related</i>	0	0	0	0	0	0	0
b)	<i>Claim</i>	0	0	0	0	0	0	0
c)	<i>Policy Related</i>	0	0	0	0	0	0	0
d)	<i>Premium</i>	0	0	0	0	0	0	0
e)	<i>Refund</i>	0	0	0	0	0	0	0
f)	<i>Coverage</i>	0	0	0	0	0	0	0
g)	<i>Cover Note Related</i>	0	0	0	0	0	0	0
i)	<i>Product</i>	0	0	0	0	0	0	0
j)	<i>Others</i>	0	0	0	0	0	0	0
	Total Numbers of complaints	0	0	0	0	0	0	0

2	Total No. of policies during previous year:	1947
3	Total No. of claims during previous year:	109
4	Total No. of policies during current year:	1726
5	Total No. of claims during current year:	92
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year) :	0
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	0

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	<i>Upto 7 days</i>	0	0	0
b)	<i>7-15 days</i>	0	0	0
c)	<i>15-30 days</i>	0	0	0
d)	<i>30-90 days</i>	0	0	0
e)	<i>90 days & Beyond</i>	0	0	0
	Total No.of complaints	0	0	0