PERIODIC DISCLOSURES

FORM NL-45-GREIVANCE DISPOSAL

Registration No. 141 and Date of Registration with the IRDA-11th December,2008

CIN No. U66030MH2007PLC173129

Insurer: RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED

as on 30th September 2021

GRIEVANCE DISPOSAL

Sr No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	**Complaints made by customers**	0	0	0	0	0	0	0
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claims Related	0	17	6	2	9	0	24
c)	Policy Related	0	7	6	0	1	0	10
d)	Premium Related	0	0	0	0	0	0	0
e)	Refund Related	0	0	0	0	0	0	0
f)	Coverage Related	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others	0		0	0	0	0	0
	Total	0	24	12	2	10	0	34

2	**Total No. of policies during previous Period:**	44,380
3	**Total No. of claims during previous Period:**	15,863
4	**Total No. of policies during current Period:**	1,02,443
5	**Total No. of claims during current Period:**	21,046
6	**Total No. of Policy Complaints (current Period) per 10,000 policies (current Period):**	0.98
7	**Total No. of Claim Complaints (current Period) per 10,000 claims registered (current Period):**	15.13

8	Duration wise Pending Status	Complaints made by customers		Complaints made by		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
a)	Up to 15 days	0	0	0	0	0	0
b)	15 - 30 days	0	0	0	0	0	0
c)	30 - 90 days	0	0	0	0	0	0
d)	90 days & Beyond	0	0	0	0	0	0
	Total Number of Complaints	0	0	0	0	0	0