

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								
Date: as on 31st March 2024								
GRIEVANCE DISPOSAL								
SI No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved	Partial Accepted	Rejected	Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted				
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	39	7	0	32	0	103
c)	Policy Related	0	3	2	0	1	0	10
d)	Premium Related	0	0	0	0	0	0	0
e)	Refund Related	0	1	0	0	1	0	1
f)	Coverage Related	0	0	0	0	0	0	2
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	0	0	0	0	0	0
i)	Others (to be specified)	0	5	4	0	1	0	12
	(i) _____							
	(ii) _____							
	Total	0	48	13	0	35	0	128
2	Total No. of policies during previous year:	1,49,783						
3	Total No. of claims during previous year:	62,911						
4	Total No. of policies during current year:	2,26,879						
5	Total No. of claims during current year:	28,039						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.44						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	16.37						
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	

Note :- (a) Opening balance should tally with the closing balance of the previous quarter.