

FORM NL-41 GRIEVANCE DISPOSAL

Insurer: RAHEJA QBE GENERAL INSURANCE COMPANY LIMITED

Date: 1/11/2021

(Rs in Lakhs)
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
	a) Sales Related	0	0	0		0	0
	b) Policy Administration Related	0	1	1		0	0
	c) Insurance Policy Coverage related	0	0	0		0	0
	d) Claims related	0	5	3		2	0
	e) others	0	0	0		0	0
	d) Total Number	0	6	4		2	0

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	0	0	0
	b) Greater than 15 days	0	0	0
	Total Number	0	0	0

* Opening balance should tally with the closing balance of the previous financial year.



Mrunal Fernandes
Grievance Redressal Officer
Raheja QBE General Insurance