

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE 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: 31st March, 2021

(Rs in Lakhs)

S.No	Particulars	Opening Balance as on beginning of Q4 2020-21	Additions during Q4 2020-21	Complaints resolved / settled during the year			Complaints pending at the end of Q4 2020-21	Total complaints registered upto Q4 2020-21
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	5	2	2	1	-	5
c)	Policy related	-	2	2	-	-	-	2
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total number of complaints	-	7	4	2	1	-	7

2	Total no. of policies during previous year (upto Q4 2019-20):	69062
3	Total no. of claims intimated during previous year (upto Q4 2019-20):	862
4	Total no. of policies during current year (upto Q4 2020-21)	328796
5	Total no. of claims intimated during current year (upto Q4 2020-21)	15834
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.06
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	3.16

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	-	-	-
(b)	7 - 15 days	-	-	-
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	-	-	-