

**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: 30th June, 2021

(Rs in Lakhs)

S.No	Particulars	Opening Balance as on beginning of Q1 2021-22	Additions during Q1 2021-22	Complaints resolved / settled during the year			Complaints pending at the end of Q1 2021-22	Total complaints registered upto Q1 2021-22
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	8	4	2	2	-	8
c)	Policy related	-	2	2	-	-	-	2
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	<b>Total number of complaints</b>	-	10	6	2	2	-	10
2	Total no. of policies during previous quarter (upto Q1 2020-21):		16315					
3	Total no. of claims intimated during previous quarter (upto Q1 2020-21):		653					
4	Total no. of policies during current quarter (upto Q1 2021-22)		52134					
5	Total no. of claims intimated during current quarter (upto Q1 2021-22)		7843					
6	Total no. of policy complaints (current quarter) per 10,000 policies (current quarter):		0.38					
7	Total No. of claim complaints (current quarter) per 10,000 claims registered (current quarter):		10.20					
8	<b>Duration wise Pending Status</b>	<b>Complaints made by customer</b>	<b>Complaints made by Intermediaries</b>			<b>Total</b>		
(a)	Upto 7 days	-	-			-		
(b)	7 - 15 days	-	-			-		
(c)	15-30 days	-	-			-		
(d)	30-90 days	-	-			-		
(e)	90 days & Beyond	-	-			-		
	<b>Total No. of complaints</b>	-	-			-		

