

- Note :-**
- (a) Opening balance should tally with the closing balance of the previous quarter.**
 - (b) Complaints reported should be net of duplicate complaints**
 - (c) No. of policies should be new policies (both individual and group) net of cancellations**
 - (d) Claims should be no. of claims reported during the period**
 - (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.**