

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 30-Sep-17

| GRIEVANCE DISPOSAL FOR THE PERIOD 01-Jul-2017 to 30-Sep-2017 | | | | | | | | |
|--|---|--------------------------------------|---------------------------------|---|---------------------|----------|--|---|
| Sl.No. | Particulars | Opening Balance* as on 01.07.2017 | Additions during the quarter | Complaints Resolved / Settled during the quarter | | | Complaints pending at the end of the quarter | Total Complaints registered upto the financial year |
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by the customers | | | | | | | |
| a) | Proposal related | - | - | | | | | |
| b) | Claim | - | 14 | 2 | | 6 | 6 | 27 |
| c) | Policy related | - | 1 | 1 | | | | 3 |
| d) | Premium | - | - | | | | | |
| e) | Refund | - | 1 | 1 | | | | 1 |
| f) | Coverage | - | - | | | | | |
| g) | Cover Note related | - | - | | | | | |
| h) | Product | - | - | | | | | 2 |
| i) | Others | - | 1 | | | | 1 | |
| | Total Number of complaints | 0 | 17 | 4 | 0 | 6 | 7 | 33 |

| | | |
|----------|---|--------|
| 2 | Total No. of policies during previous year: | 101058 |
| 3 | Total No. of claims during previous year | 3579 |
| 4 | Total No. of policies during current year | 117744 |
| 5 | Total No. of claims during current year | 6604 |
| 6 | Total No. of Policy Complaints (Current year) per 10000 policies (current year) | 0.51 |
| 7 | Total No. of Claims Complaints (current year) per 10000 claims registered (current year) | 40.88 |

| 8 | Duration wise pending status | Complaints made by Customers | Complaints made by Intermediaries | Total |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a) | Upto 7 days | 7 | - | |
| b) | 7 - 15 days | - | - | - |
| c) | 15-30 days | - | - | - |
| d) | 30-90 days | - | - | - |
| e) | 90 days & beyond | - | - | - |
| | Total no. of complaints | 7 | - | 0 |

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

Note:

- Points 1 (a) to 1 (i) [excluding 1 (b)] and Point No.2 have been considered for the calculation of Point No. 6
- Points 1 (b) and Point No. 5 have been considered for the calculation of Point No. 7
- Complaints received in Escalated Status from IRDA are not included in this report
- Total number of intimated claims has been considered as claims
- One duplicate Complaint received in this quarter has not been included in this report