

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE: 31-Mar-18

GRIEVANCE DISPOSAL FOR THE PERIOD 01-Jan-2018 to 31-March-2018								
Sl.No.	Particulars	Opening Balance* as on 01.01.2018	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	<b>Complaints made by the customers</b>							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	6	1	-	3	2	41
c)	Policy related	-	2	2	-	-	-	6
d)	Premium	-	-	-	-	-	-	1
e)	Refund	-	1	1	-	-	-	2
f)	Coverage	-	1	-	-	1	-	1
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	1	-	-	-	1	2
i)	Others	-	6	3	-	1	2	8
	<b>Total Number of complaints</b>	0	17	7	0	5	5	61

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	252130
5	Total No. of claims during current year	15406
6	Total No. of Policy Complaints (Current year) per 10000 policies (current year)	0.79
7	Total No. of Claims Complaints (current year) per 10000 claims registered (current year)	26.61

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	4	-	4
b)	7 - 15 days	1	-	1
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total no. of complaints	5	-	5

\* 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