

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 30-Sep-20

GRIEVANCE DISPOSAL FOR THE PERIOD 1-July-2020 to 30-September-2020								
Sl.No.	Particulars	Opening Balance* as on 01.7.2020	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	0					0	
b)	Claim	1	14	5		10	0	20
c)	Policy related	0	9	6		1	2	17
d)	Premium	0					0	
e)	Refund	0	3	2			1	4
f)	Coverage	0					0	
g)	Cover Note related	0					0	
h)	Product	0					0	
i)	Others	0	4	1		3	0	7
	Total Number of complaints	1	30	14	0	14	3	48

2	Total No. of policies during previous year	1,813,381
3	Total No. of claims during previous year	50,083
4	Total No. of policies during current year	933,868
5	Total No. of claims during current year	20,079
6	Total No. of Policy Complaints (Current year) per 10000 policies (current year)	0.30
7	Total No. of Claims Complaints (current year) per 10000 claims registered (current year)	9.96

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	3	-	3
b)	7 - 15 days	-	-	-
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total no. of complaints	3	-	3

* 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