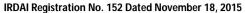
Kotak Mahindra General Insurance Company Limited





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										
SI.No.	Particulars	Opening Balance*	Additions during	Complaints Resolved / Settled during the quarter			Complaints pending at the end of the	Total Complaints		
		as on 01.7.2020	the quarter					registered upto the		
				Fully	Partial	Rejected	quarter	financial year		
				Accepted	Accepted	-				
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	0.30
	policies (current year)	
7	Total No. of Claims Complaints (current year) per 10000	9.96
	claims registered (current year)	

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:

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