

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 31-Dec-20

GRIEVANCE DISPOSAL FOR THE PERIOD 1-Oct-2020 to 31-Dec-2020								
Sl.No.	Particulars	Opening Balance* as on 01.10.2020	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	0	14	8		6	0	34
c)	Policy related	2	6	6		1	1	23
d)	Premium	0					0	
e)	Refund	1	2	3			0	6
f)	Coverage	0					0	
g)	Cover Note related	0					0	
h)	Product	0					0	
i)	Others	0	3	2			1	10
	Total Number of complaints	3	25	19	0	7	2	73

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	1,519,230
5	Total No. of claims during current year	37,533
6	Total No. of Policy Complaints (Current year) per 10000 policies (current year)	0.26
7	Total No. of Claims Complaints (current year) per 10000 claims registered (current year)	9.06

8	Duration wise pending status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	2	-	2
b)	7 - 15 days	-	-	-
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	Total no. of complaints	2	-	2

* 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.4 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