

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 31-Dec-18

GRIEVANCE DISPOSAL FOR THE PERIOD 1-Oct-2018 to 31-Dec-2018								
Sl.No.	Particulars	Opening Balance* as on 01.10.2018	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		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Proposal related	-						
b)	Claim	1	7			7	1	25
c)	Policy related	1	3	1		2	1	6
d)	Premium	-						
e)	Refund	-						
f)	Coverage	-						
g)	Cover Note related	-						
h)	Product	-						2
i)	Others	-	11	3		4	4	17
	<b>Total Number of complaints</b>	<b>2</b>	<b>21</b>	<b>4</b>	<b>0</b>	<b>13</b>	<b>6</b>	<b>50</b>

<b>2</b>	<b>Total No . of policies during previous year:</b>	252130
<b>3</b>	<b>Total No. of claims during previous year</b>	15406
<b>4</b>	<b>Total No. of policies during current year</b>	424851
<b>5</b>	<b>Total No. of claims during current year</b>	19069
<b>6</b>	<b>Total No. of Policy Complaints (Current year)per 10000 policies (current year)</b>	0.59
<b>7</b>	<b>Total No. of Claims Complaints (current year) per 10000 claims registered (current year)</b>	13.11

<b>8</b>	<b>Duration wise pending status</b>	<b>Complaints made by Customers</b>	<b>Complaints made by Intermediaries</b>	<b>Total</b>
a)	Upto 7 days	-	-	-
b)	7 - 15 days	6	-	6
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	<b>Total no. of complaints</b>	<b>6</b>	<b>-</b>	<b>6</b>

\* 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