

PERIODIC DISCLOSURES
FORM NL-45 GRIEVANCE DISPOSAL

Insurer: Bajaj Allianz General Insurance Co Ltd

31st Dec'24

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31st Dec'24

Sl No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	5	1	0	4	0	6
b)	Claim	1	562	119	39	404	1	1,660
c)	Policy Related	2	267	197	0	72	0	783
d)	Premium	0	36	3	0	33	0	90
e)	Refund	0	20	16	0	4	0	75
f)	Coverage	0	5	1	1	3	0	7
g)	Cover Note Related	0	0	0	0	0	0	0
g1	Product	0	3	3	0	0	0	8
g2	Others (to be specified)							
	(i) _____	0	32	18	1	13	0	141
	(ii) _____							
	Total Number	3	930	358	41	533	1	2,770

2	Total Number of Policies during previous year :	2,92,86,397
3	Total Number of claims during previous year :	38,23,102
4	Total Number of Policies during current year :	3,55,49,831
5	Total Number of claims during current year :	44,40,689
6	Total Number of Policy complaints per 10,000 policies current year	0.31
7	Total Number of claim complaints per 10,000 claims current year	3.74

8	Duration wise Pending Status	Complaints made by Customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
(a)	Up to 15 days	1	100%	0	0%	1	100%
(b)	15-30 days	0	0%	0	0%	0	0%
(c)	30-90 days	0	0%	0	0%	0	0%
(d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total No. of complaints	1	100%	0	0%	1	100%

Note :- From the overall complaint of 2770, 1 complaint was carry forward which was received on 31st of Dec-24

- (a) Opening balance should tally with the closing balance of the previous quarter.
- (b) Complaints reported should be net of duplicate complaints
- (c) No. of policies should be new policies (both individual and group) net of cancellations
- (d) Claims should be no. of claims reported during the period
- (e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.