

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 31.03.2016

GRIEVANCE DISPOSAL FOR THE PERIOD 01-Jan-2016 to 31-Mar-2016

Sl.No.	Particulars	Opening Balance* as on 01.01.2016	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	-	-	-	-	-	-	-
b)	Claim	-	1	-	-	1	-	1
c)	Policy related	-	-	-	-	-	-	-
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	1	-	-	1	-	1
i)	Others	-	-	-	-	-	-	-
	Total Number of complaints	0	2	0	0	2	0	2

2	Total No. of policies during previous year:	NA
3	Total No. of claims during previous year	NA
4	Total No. of policies during current year	3178
5	Total No. of claims during current year	26
6	Total No. of Policy Complaints (Current year)per 10000 policies (current year)	3
7	Total No. of Claims Complaints (current year) per 10000 claims registered (current year)	385

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