

PERIODIC DISCLOSURES

FORM NL-41 - GRIEVANCE DISPOSAL

INSURER: Kotak Mahindra General Insurance Company Limited

DATE : 31-Mar-20

GRIEVANCE DISPOSAL FOR THE PERIOD 1-Jan-2020 to 31-Mar-2020								
Sl.No.	Particulars	Opening Balance* as on 01.1.2020	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		
<b>1</b>	<b>Complaints made by the customers</b>							
a)	Proposal related	0					0	1
b)	Claim	4	8	5		7	0	45
c)	Policy related	1	7	2		1	5	16
d)	Premium	0	1			1	0	1
e)	Refund	0	4	3			1	5
f)	Coverage	0					0	0
g)	Cover Note related	0					0	0
h)	Product	0	1			1	0	5
i)	Others	1	6	4		2	1	22
	<b>Total Number of complaints</b>	<b>6</b>	<b>27</b>	<b>14</b>	<b>0</b>	<b>12</b>	<b>7</b>	<b>95</b>

<b>2</b>	<b>Total No. of policies during previous year</b>	722,951
<b>3</b>	<b>Total No. of claims during previous year</b>	27,631
<b>4</b>	<b>Total No. of policies during current year</b>	1,813,381
<b>5</b>	<b>Total No. of claims during current year</b>	50,083
<b>6</b>	<b>Total No. of Policy Complaints (Current year) per 10000 policies (current year)</b>	0.28
<b>7</b>	<b>Total No. of Claims Complaints (current year) per 10000 claims registered (current year)</b>	8.99

<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	7	-	7
b)	7 - 15 days	-	-	-
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	<b>Total no. of complaints</b>	<b>7</b>	<b>-</b>	<b>7</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