

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		
<b>1</b>	<b>Complaints made by the customers</b>							
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
	<b>Total Number of complaints</b>	<b>3</b>	<b>25</b>	<b>19</b>	<b>0</b>	<b>7</b>	<b>2</b>	<b>73</b>

<b>2</b>	<b>Total No. of policies during previous year</b>	1,813,381
<b>3</b>	<b>Total No. of claims during previous year</b>	50,083
<b>4</b>	<b>Total No. of policies during current year</b>	1,519,230
<b>5</b>	<b>Total No. of claims during current year</b>	37,533
<b>6</b>	<b>Total No. of Policy Complaints (Current year) per 10000 policies (current year)</b>	0.26
<b>7</b>	<b>Total No. of Claims Complaints (current year) per 10000 claims registered (current year)</b>	9.06

<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	2	-	2
b)	7 - 15 days	-	-	-
c)	15-30 days	-	-	-
d)	30-90 days	-	-	-
e)	90 days & beyond	-	-	-
	<b>Total no. of complaints</b>	<b>2</b>	<b>-</b>	<b>2</b>

\* Opening balance should tally with the closing balance of the previous financial year.

Note:

1. Points 1 (a) to 1 (i) [excluding 1 (b)] and Point No.4 have been considered for the calculation of Point No. 6
2. Points 1 (b) and Point No. 5 have been considered for the calculation of Point No. 7
3. Complaints received in Escalated Status from IRDA are not included in this report
4. Total number of intimated claims has been considered as claims