

PERIODIC DISCLOSURES

FORM NL-41 GRIEVANCE DISPOSAL

Name of the Insurer: DHFL General Insurance Limited

IRDAI Registration No. 155 dated May 22, 2017

CIN: U66000MH2016PLC283275



S.No	Particulars	Opening Balance as on beginning of Q4 2018-19	Additions during Q4 2018-19	Complaints resolved / settled			Complaints pending at the end of Q4 2018-19	Total complaints registered upto Q4 2018-19
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	-	-	-	-	-	-
c)	Policy related	-	1	1	-	-	-	3
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	1	1	-	-	-	1
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	3
i)	Others	-	1	1	-	-	-	4
	Total number of complaints	-	3	3	-	-	-	11

2	Total no. of policies during previous year (upto Q4 2017-18):	134778
3	Total no. of claims intimated during previous year (upto Q4 2017-18):	16
4	Total no. of policies during current year (upto Q4 2018-19)	279716
5	Total no. of claims intimated during current year (upto Q4 2018-19)	2411
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.39
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	NIL

8	Duration wise Pending Status	Complaints made by customer	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	-	-	-