

**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 Q3 2019-20	Additions during Q3 2019-20	Complaints resolved / settled			Complaints pending at the end of Q3 2019-20	Total complaints registered upto Q3 2019-20
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	10	6	1	3	-	20
c)	Policy related	-	1	1	-	-	-	5
d)	Premium	-					-	
e)	Refund	-	5	4			1	6
f)	Coverage	-					-	1
g)	Cover note related	-					-	
h)	Product	-					-	3
i)	Others	-	2	1			1	9
	<b>Total number of complaints</b>	-	18	12	1	3	2	44

2	Total no. of policies during previous year (upto Q3 2018-19):	225090
3	Total no. of claims intimated during previous year (upto Q3 2018-19):	1199
4	Total no. of policies during current year (upto Q3 2019-20)	404565
5	Total no. of claims intimated during current year (upto Q3 2019-20)	8815
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.59
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	22.69

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	-	-	-
(b)	7 - 15 days	2	-	2
(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>