

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 Q2 2018-19	Additions during Q2 2018-19	Complaints resolved / settled			Complaints pending at the end of Q2 2018-19	Total complaints registered upto Q2 2018-19
				Fully accepted	Partial Accepted	Rejected		
1	Complaints made by customers							NIL
a)	Proposal related	NIL	NIL	NIL	NIL	NIL	NIL	NIL
b)	Claim	NIL	NIL	NIL	NIL	NIL	NIL	NIL
c)	Policy related	NIL	NIL	NIL	NIL	NIL	NIL	NIL
d)	Premium	NIL	NIL	NIL	NIL	NIL	NIL	NIL
e)	Refund	NIL	NIL	NIL	NIL	NIL	NIL	NIL
f)	Coverage	NIL	NIL	NIL	NIL	NIL	NIL	NIL
g)	Cover note related	NIL	NIL	NIL	NIL	NIL	NIL	NIL
h)	Product	NIL	NIL	NIL	NIL	NIL	NIL	NIL
i)	Others	NIL	4	3	NIL	NIL	1	4
	Total number of complaints	NIL	4	3	NIL	NIL	1	4

2	Total no. of policies during previous year (Q2 2017-18):	NIL
3	Total no. of claims intimated during previous year (Q22017-18):	NIL
4	Total no. of policies during current year (Q2 2018-19)	100361
5	Total no. of claims intimated during current year (Q2 2018-19)	187
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.20
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	1	-	1
(b)	7 - 15 days	-	-	-
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	1	-	1