PERIODIC DISCLOSURES

FORM NL-45 GREIVANCE DISPOSAL

Insurer: Bajaj General Insurance Ltd

30th Jun-26

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th Jun-26

Sl No.	Particulars	Opening Balance *	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	2	1035	134	-	895	8	1,035
c)	Policy Related	-	333	188	-	144	1	333
d)	Premium	-	30	2	-	28	-	30
e)	Refund	-	66	33	-	33	-	66
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note Related	-	-	-	-	-	-	2
g1	Product	-	5	1	-	4	-	5
g2	Others (to be specified) (i)_________ (ii) _________	-	116	56	-	59	1	116
	Total Number	2	1585	414	0	1163	10	1,585

2	Total Number of Policies during previous year :	88,78,961	
3	Total Number of claims during previous year :	11,60,269	
4	Total Number of Policies during current year :	80,36,046	
5	Total Number of claims during current year :	15,96,401	
6	Total Number of Policy complaints per 10,000 policies current year	0.68	-
7	Total Number of claim complaints per 10,000 claims current year	6.48	

8	Duration wise Pending Status	Complaints made by Customers		Complaints made by Intermediaries		Total	
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints
(a)	Up to 15 days	10	100%	0	0%	10	100%
(b)	15-30 days	0	0%	0	0%	0	0%
(c)	30-90 days	0	0%	0	0%	0	0%
(d)	90 days & Beyond	0	0%	0	0%	0	0%
	Total No. of complaints	10	100%	0	0%	10	100%

Note :- From the overall complaint of 1585, 10 complaint was carry forward which was received on 23rd, 24th, 25th, 26th, 27th, 29th & 30th Jun 2026 [Within the agreed TAT of IRDAI]

(a) Opening balance should tally with the closing balance of the previous quarter.

(b) Complaints reported should be net of duplicate complaints

(c) No. of policies should be new policies (both individual and group) net of cancellations

(d) Claims should be no. of claims reported during the period

(e) For 1 to 7 Similar break-up to be given for the complaints made by intermediaries.