PERIODIC DISCLOSURES

FORM NL-45 GREIVANCE DISPOSAL

Insurer: **Bajaj General Insurance Ltd** (Formerly known as Bajaj Allianz General Insurance Co.Ltd) **30th Sep-26**

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th Sep-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	-	1	-	-	1	-	**1**
b)	Claim	8	1081	173	-	904	12	**2,116**
c)	Policy Related	1	325	178	-	141	7	**658**
d)	Premium	-	19	-	-	19	-	**49**
e)	Refund	-	26	19	-	7	-	**92**
f)	Coverage	-	3	-	-	3	-	**3**
g)	Cover Note Related	-	-	-	-	-	-	**-**
g1	Product	-	0	-	-	-	-	**5**
g2	Others (to be specified) (i)_____ (ii) _____	1	125	55	-	70	1	**241**
	Total Number	**10**	**1580**	**425**	**0**	**1145**	**20**	**3,165**

2	Total number of policies during previous year	1,85,29,760
3	Total number of claims during previous year	29,06,263
4	Total number of policies during current year	1,65,16,733
5	Total number of claims during current year	33,11,839
6	Total number of policy complaints per 10,000 policies current year	0.64
7	Total number of claim complaints per 10,000 claims current year	6.39

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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	20	100%	0	0%	20	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	20	100%	0	0%	20	100%