

**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 2019-20	Additions during Q2 2019-20	Complaints resolved / settled			Complaints pending at the end of Q2 2019-20	Total complaints registered upto Q2 2019-20
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	4	1		3	-	10
c)	Policy related	-	3	3	-	-	-	4
d)	Premium	-					-	
e)	Refund	-					-	1
f)	Coverage	-	1	1			-	1
g)	Cover note related	-					-	
h)	Product	-	2	1		1	-	3
i)	Others	-	5	3	2		-	7
	<b>Total number of complaints</b>	-	15	9	2	4	-	26

2	Total no. of policies during previous year (upto Q2 2018-19):	205086
3	Total no. of claims intimated during previous year (upto Q2 2018-19):	216
4	Total no. of policies during current year (upto Q2 2019-20)	327149
5	Total no. of claims intimated during current year (upto Q2 2019-20)	5188
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.49
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	19.28

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	-	-	-
	<b>Total No. of complaints</b>	-	-	-