

Name of the Insurer: Navi General Insurance Limited

(Formerly known as DHFL General Insurance Limited)

IRDAI Registration No. 155 dated May 22, 2017

CIN: U66000MH2016PLC283275

S.No	Particulars	Opening Balance as on beginning of Q3 2020-21	Additions during Q2 2020-21	Complaints resolved / settled during the year			Complaints pending at the end of Q3 2020-21	Total complaints registered upto Q3 2020-21
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	5	2	-	2	1	13
c)	Policy related	-	-	-	-	-	-	1
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	1
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	4	3	-	1	-	7
	Total number of complaints	-	9	5	-	3	1	22

2	Total no. of policies during previous year (upto Q3 2019-20):	404565
3	Total no. of claims intimated during previous year (upto Q3 2019-20):	8815
4	Total no. of policies during current year (upto Q3 2020-21)	211003
5	Total no. of claims intimated during current year (upto Q3 2020-21)	8482
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.43
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	15.33

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	-	-	-
(b)	7 - 15 days	1	-	1
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	1	-	1