

Name of the Insurer: Navi General Insurance Limited

(Formerly known as DHFL General Insurance Limited)

IRDAI Registration No. 155 dated May 22, 2017

CIN: U66000KA2016PLC148551

S.No	Particulars	Opening Balance as on beginning of Q1 2021-22	Additions during Q1 2021-22	Complaints resolved / settled during the year			Complaints pending at the end of Q1 2021-22	Total complaints registered upto Q1 2021-22
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal related	-	-	-	-	-	-	-
b)	Claim	-	8	3	-	3	2	8
c)	Policy related	-	1	1	-	-	-	1
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	1	1	-	-	-	1
	Total number of complaints	-	10	5	-	3	2	10

2	Total no. of policies during previous year (upto Q1 2020-21):	30115
3	Total no. of claims intimated during previous year (upto Q1 2020-21):	1277
4	Total no. of policies during current year (upto Q1 2021-22)	28727
5	Total no. of claims intimated during current year (upto Q1 2021-22)	2441
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.70
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	32.77

8	Duration wise Pending Status	Complaints made by customer	Complaints made by Intermediaries	Total
(a)	Upto 7 days	2	-	2
(b)	7 - 15 days	-	-	-
(c)	15-30 days	-	-	-
(d)	30-90 days	-	-	-
(e)	90 days & Beyond	-	-	-
	Total No. of complaints	2	-	2