

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 Q3 2021-22	Additions during Q3 2021-22	Complaints resolved / settled during the year			Complaints pending at the end of Q3 2021-22	Total complaints registered upto Q3 2021-22
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	2	1	-	1	-	2
b)	Claims Related	-	18	9	1	7	1	36
c)	Policy Related	-	7	7	-	-	-	10
d)	Premium Related	-	-	-	-	-	-	-
e)	Refund Related	-	2	2	-	-	-	2
f)	Coverage Related	-	-	-	-	-	-	-
g)	Cover note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	-
i)	Others (i) Cancellation and Refund	-	5	3	-	2	-	9
	Total number of complaints	-	34	22	1	10	1	59

2	Total no. of policies during previous year (upto Q3 2020-21):	211003
3	Total no. of claims intimated during previous year (upto Q1 2020-21):	8482
4	Total no. of policies during current year (upto Q3 2021-22)	239837
5	Total no. of claims intimated during current year (upto Q1 2021-22)	8660
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.96
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	41.57

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

- Note :- (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.