

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 Q4 2021-22	Additions during Q4 2021-22	Complaints resolved / settled during the year			Complaints pending at the end of Q4 2021-22	Total complaints registered upto Q4 2021-22
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	2
b)	Claims Related	1	32	9	4	18	2	68
c)	Policy Related	-	7	5	1	1	-	16
d)	Premium Related	-	-	-	-	-	-	-
e)	Refund Related	-	-	-	-	-	-	2
f)	Coverage Related	-	-	-	-	-	-	-
g)	Cover note Related	-	-	-	-	-	-	-
h)	Product Related	-	1	1	-	-	-	1
i)	Others	-	1	1	-	-	-	10
	(i) Cancellation and Refund							
	Total number of complaints	1	41	16	5	19	2	99

2	Total no. of policies during previous year (upto Q4 2020-21):	316087
3	Total no. of claims intimated during previous year (upto Q4 2020-21):	11715
4	Total no. of policies during current year (upto Q4 2021-22)	389807
5	Total no. of claims intimated during current year (upto Q4 2021-22)	11954
6	Total no. of policy complaints (current year) per 10,000 policies (current year):	0.80
7	Total No. of claim complaints (current year) per 10,000 claims registered (current year):	56.88

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

- 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.