

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 2022-23 | Additions during Q1 2022-23 | Complaints resolved / settled during the period | | | Complaints pending at the end of Q1 2022-23 | Total complaints registered upto Q1 2022-23 |
|----------|-------------------------------------|---|-----------------------------|---|------------------|-----------|---|---|
| | | | | Fully Accepted | Partial Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Proposal Related | - | - | - | - | - | - | - |
| b) | Claims Related | 1 | 32 | 10 | 4 | 15 | 4 | 32 |
| c) | Policy Related | - | 4 | 2 | 1 | 1 | - | 4 |
| d) | Premium Related | - | - | - | - | - | - | - |
| e) | Refund Related | - | - | - | - | - | - | - |
| f) | Coverage Related | - | - | - | - | - | - | - |
| g) | Cover note Related | - | - | - | - | - | - | - |
| h) | Product Related | - | 1 | 1 | - | - | - | 1 |
| i) | Others | - | - | - | - | - | - | - |
| | (i) Cancellation and Refund | - | - | - | - | - | - | - |
| | Total number of complaints | 1 | 37 | 13 | 5 | 16 | 4 | 37 |

| | | |
|----------|--|--------|
| 2 | Total no. of policies during previous year (upto Q1 2021-22): | 28727 |
| 3 | Total no. of claims intimated during previous year (upto Q1 2021-22): | 2441 |
| 4 | Total no. of policies during current year (upto Q1 2022-23) | 100525 |
| 5 | Total no. of claims intimated during current year (upto Q1 2022-23) | 5134 |
| 6 | Total no. of policy complaints (current year) per 10,000 policies (current year): | 0.50 |
| 7 | Total No. of claim complaints (current year) per 10,000 claims registered (current year): | 62.33 |

| 8 | Duration wise Pending Status | Complaints made by customer | Complaints made by Intermediaries | Total |
|----------|-------------------------------------|------------------------------------|--|--------------|
| (a) | Upto 15 days | 4 | - | 4 |
| (c) | 15-30 days | - | - | - |
| (d) | 30-90 days | - | - | - |
| (e) | 90 days & Beyond | - | - | - |
| | Total No. of complaints | 4 | - | 4 |

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.