

Name of the Insurer: Edelweiss General Insurance Co. Ltd.
Registration No. 159 and Date of Registration December 18, 2017
CIN No. U66000MH2016PLC273758

FORM NL-41 GREIVANCE DISPOSAL
Statement as on March 31, 2020

| GRIEVANCE DISPOSAL | | | | | | | |
|--------------------|-------------------------------------|--|------------------------------|---|------------------|----------|---|
| SI No. | Particulars | Opening Balance as on beginning of the quarter | Additions during the quarter | Complaints Resolved / Settled during the period | | | Complaints Pending as on March 31, 2020 |
| | | | | Fully Accepted | Partial Accepted | Rejected | |
| 1 | Complaints made by customers | | | | | | |
| a) | Sales Related | - | - | - | - | - | - |
| b) | Policy Administration Related | - | 4 | 3 | - | 1 | - |
| c) | Insurance Policy Coverage related | - | - | - | - | - | - |
| d) | Claims related | - | 2 | 2 | - | - | - |
| e) | Others | - | 1 | 1 | - | - | - |
| | Total Number | - | 7 | 6 | - | 1 | - |

| 2 | Duration wise Pending Status | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a) | Less than 15 days | - | - | - |
| b) | Greater than 15 days | - | - | - |
| | Total Number | - | - | - |