

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 September 30, 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 September 30, 2020
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	14	13	-	1	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	-	9	6	-	3	-
e)	Others	-	1	1	-	-	-
	Total Number	-	24	20	-	4	-

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	-	-	-