

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 June 30, 2021

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 June 30, 2021
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	5	1	-	4	-
c)	Insurance Policy Coverage related	-	2	2	-	-	-
d)	Claims related	-	23	12	-	11	-
e)	Others	-	4	-	-	4	-
	<b>Total Number</b>	-	<b>34</b>	<b>15</b>	-	<b>19</b>	-

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