

FORM NL-45-GREIVANCE DISPOSAL

Name of the Insurer: Edelweiss General Insurance Company Limited
 Registration Number: 159, date of registration 18th December, 2017
 CIN No. U66000MH2016PLC273758

GRIEVANCE DISPOSAL								
SI No.	Particulars	Opening Balance as on April 01, 2021	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	-	25	7	-	18	-	69
c)	Policy Related	-	3	3	-	-	-	11
d)	Premium Related	-	1	1	-	-	-	2
e)	Refund Related	-	1	1	-	-	-	2
f)	Coverage Related	-	-	-	-	-	-	-
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	-	-	-	-	-	1
i)	Others (to be specified)	-	11	11	-	-	-	20
	(i) NCB related							
	(ii) Endorsement							
	(iii) Cancellation							
	(iv) Renewal related							
	Total	-	41	23	-	18	-	105
2	Total No. of policies during previous year:	1,88,158						
3	Total No. of claims during previous year:	29,196						
4	Total No. of policies during current year:	2,96,819						
5	Total No. of claims during current year:	58,424						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.85						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	14.72						
8	Duration wise Pending Status	Complaints made by customers		Complaints made by Intermediaries		Total		
		Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	Number	Percentage to Pending complaints	
a)	Up to 15 days	-	-	-	-	-	-	
b)	15 - 30 days	-	-	-	-	-	-	
c)	30 - 90 days	-	-	-	-	-	-	
d)	90 days & Beyond	-	-	-	-	-	-	
	Total Number of Complaints	-	-	-	-	-	-	