

Name of the Insurer: HDFC ERGO GENERAL INSURANCE COMPANY LIMITED
Registration No. 146 and Date of Registration with the IRDAI: July 09, 2010

FORM NL-45-GREIVANCE DISPOSAL

Statement as on June 30, 2022

GRIEVANCE DISPOSAL							
SI No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Proposal Related	-	20	6	-	14	20
b)	Claims Related	-	617	114	3	471	617
c)	Policy Related	-	148	82	-	54	148
d)	Premium Related	-	90	4	-	83	90
e)	Refund Related	-	29	16	-	12	29
f)	Coverage Related	-	10	3	-	4	10
g)	Cover Note Related	-	-	-	-	-	-
h)	Product Related	-	5	-	-	4	5
i)	Others	-	75	34	-	40	75
	Total	-	994	259	3	682	994
2	Total No. of policies during previous year:	1,862,870					
3**	Total No. of claims during previous year:	1,597,906					
4	Total No. of policies during current year:	1,906,403					
5**	Total No. of claims during current year:	1,597,906					
6#	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	1.58					
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	3.86					

Total number of policy complaints includes all complaints other than those reported under "Claims" and "Others"

** Total number of claims have been considered as intimated claims

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	50	100%	-	0%	50	100%
b)	15 - 30 days	-	0%	-	0%	-	0%
c)	30 - 90 days	-	0%	-	0%	-	0%
d)	90 days & Beyond	-	0%	-	0%	-	0%
	Total Number of Complaints	50	100%	-	0%	50	100%