

PERIODIC DISCLOSURES

Insurer:

SBI General Insurance Company Limited

Date:

01-Jul-21

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO June 2021 DURING THE FINANCIAL YEAR 2021-2022

SI No.	Particulars	Opening Balance * As on beginning of the Quarter	Additions during the Quarter	Complaints Resolved / Settled During the Quarter			Complaints Pending at the end of the Quarter	Total Complaints Registered upto the quarter during the financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	3	2	0	1	0	3
b)	Claim	5	165	51	0	107	12	165
c)	Policy Related	3	125	98	0	23	7	125
d)	Premium	0	2	1	0	0	1	2
e)	Refund	0	8	5	0	1	2	8
f)	Coverage	0	1	0	0	1	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	3	2	0	0	1	3
i)	Others	1	54	25	0	30	0	54
	Total Number	9	361	184	0	163	23	361

2	Total no. of policies during previous year (FY20-21)	28812960	(including COIs)
3	Total no. of Claims during previous year (FY20-21)	1600451	
4	Total no. of Policies during Current year (Upto Q1 FY21-22)	3379823	(including COIs)
5	Total no. of Claims during Current year (Upto Q1 of FY21-22)	111289	
6	Total no. of Policy Complaints (Current year) per 10,000 policies Current year	0.58	(196 Policy related complaints against 3379823 policies issued)
7	Total no. of Claim Complaints (Current year) per 10,000 Claims registered (Current year)	14.82	(165 claim related complaints against 111289 claims)

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	23**	0	9
b)	7 - 15 Days	0	0	0
c)	15 - 30 Days	0	0	0
d)	30 - 90 Days	0	0	0
e)	90 Days & Beyond	0	0	0
	Total Number of complaints	23	0	9

** 23 complaints which were pending as on 30-06-21 have been
resolved within regulatory TAT

Analysis of Grievances Resolved During the Quarter

2	Duration wise Resolution Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	347	0	347
b)	Greater than 15 days	0	0	0
	Total Number	347	0	347