

Name of the Insurer: SBI General Insurance Company Limited

Date: 02-Aug-22

GRIEVANCE DISPOSAL								
SI No.	Particulars	Opening Balance *	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	0	0	0	0	0	0	0
b)	Claims Related	0	266	49	0	208	9	266
c)	Policy Related	0	93	68	0	21	4	93
d)	Premium Related	0	2	2	0	0	0	2
e)	Refund Related	0	9	7	0	2	0	9
f)	Coverage Related	0	1	0	0	1	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	0	5	4	0	1	0	5
i)	Others	0	82	49	0	31	2	82
	Total	0	458	179	0	264	15	458
			(including COIs)					
2	Total No. of policies during previous year:	3,51,54,358						
3	Total No. of claims during previous year:	8,94,454	(including COIs)					
4	Total No. of policies during current year:	44,95,146						
5	Total No. of claims during current year:	1,62,638	(192 Policy related complaints against 4495146 policies issued)					
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.42						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	16.35						
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	15	100%	0	0	15	100%	
b)	15 - 30 days	0	0	0	0	0	0	
c)	30 - 90 days	0	0	0	0	0	0	
d)	90 days & Beyond	0	0	0	0	0	0	
	Total Number of Complaints	0	0	0	0	0	0	