

PERIODIC DISCLOSURES

TATA AIG General Insurance Company Limited  
IRDAI Registration No. 108, dated January 22, 2001



FORM NL-45-GREIVANCE DISPOSAL

Date: 30/06/2022

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		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	2	0	0	2	0	2
b)	Claims Related	15	437	86	174	169	23	437
c)	Policy Related	0	155	75	29	46	5	155
d)	Premium Related	0	34	5	4	25	0	34
e)	Refund Related	1	21	14	3	3	2	21
f)	Coverage Related	1	31	5	2	24	1	31
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product Related	1	7	0	2	4	2	7
i)	Others	2	90	60	8	23	1	90
	<b>Total</b>	<b>20</b>	<b>777</b>	<b>245</b>	<b>222</b>	<b>296</b>	<b>34</b>	<b>777</b>
<b>2</b>	<b>Total No. of policies during previous year:</b>	<b>9,137,054</b>						
<b>3</b>	<b>Total No. of claims during previous year:</b>	<b>1,483,598</b>						
<b>4</b>	<b>Total No. of policies during current year:</b>	<b>2,525,922</b>						
<b>5</b>	<b>Total No. of claims during current year:</b>	<b>451,387</b>						
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	<b>1.35</b>						
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	<b>9.68</b>						
<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>		<b>Complaints made by Intermediaries</b>		<b>Total</b>		
		<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>	<b>Number</b>	<b>Percentage to Pending complaints</b>	
a)	Up to 15 days	34	100%	-	-	34	100%	
b)	15 - 30 days							
c)	30 - 90 days							
d)	90 days & Beyond							
	<b>Total Number of Complaints</b>	<b>34</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>34</b>	<b>100%</b>	