

Go Digit General Insurance Limited

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending 30 Sep 2021

CIN - U66010PN2016PLC167410



| 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 | 1 | 1 | 0 | 0 | 0 | 1 |
| b) | Claims Related | 2 | 84 | 11 | 5 | 68 | 2 | 151 |
| c) | Policy Related | 0 | 27 | 19 | 2 | 6 | 0 | 53 |
| d) | Premium Related | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| e) | Refund Related | 0 | 3 | 1 | 0 | 2 | 0 | 6 |
| f) | Coverage Related | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| g) | Cover Note Related | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| h) | Product Related | 0 | 2 | 1 | 0 | 1 | 0 | 2 |
| i) | Others | 0 | 15 | 10 | 1 | 2 | 2 | 21 |
| | (i) Others | | | | | | | |
| | Total | 2 | 132 | 43 | 8 | 79 | 4 | 237 |
| 2 | Total No. of policies during previous year: | 14,50,546 | | | | | | |
| 3 | Total No. of claims during previous year: | 48,360 | | | | | | |
| 4 | Total No. of policies during current year: | 19,27,734 | | | | | | |
| 5 | Total No. of claims during current year: | 80,131 | | | | | | |
| 6 | Total No. of Policy Complaints (current year) per 10,000 policies (current year): | 0.25 | | | | | | |
| 7 | Total No. of Claim Complaints (current year) per 10,000 claims registered (current year): | 10.50 | | | | | | |
| 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 | 1 | 25% | - | - | 1 | 25% | |
| b) | 15 - 30 days | 1 | 25% | - | - | 1 | 25% | |
| c) | 30 - 90 days | 1 | 25% | - | - | 1 | 25% | |
| d) | 90 days & Beyond | 1 | 25% | - | - | 1 | 25% | |
| | Total Number of Complaints | 4 | 100% | 0 | 0 | 4 | 100% | |