

**Go Digit General Insurance Limited**

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending 31 Dec 2021

CIN - U66010PN2016PLC167410



| GRIEVANCE DISPOSAL |  |                                     |  |  |   |               |  |   |
|--------------------|--|-------------------------------------|--|--|---|---------------|--|---|
| Sl 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   | -                                   | -  | -  | -                                       | -             | -  | 1   |
| b)                 | Claims Related   | 2                                   | 85   | 12                                       | 14                                      | 59            | 2  | 236   |
| c)                 | Policy Related   | -                                   | 13   | 13                                       | -                                       | -             | -  | 66  |
| d)                 | Premium Related  | -                                   | -  | -  | -                                       | -             | -  | 1   |
| e)                 | Refund Related   | -                                   | 1  | 1  | -                                       | -             | -  | 7   |
| f)                 | Coverage Related   | -                                   | -  | -  | -                                       | -             | -  | 2   |
| g)                 | Cover Note Related   | -                                   | -  | -  | -                                       | -             | -  | -   |
| h)                 | Product Related  |                                     | 2  | -  | -                                       | 2             | -  | 4   |
| i)                 | Others   |                                     |  |  |   |               |  |   |
|                    | (i) Others   | 2                                   | 10   | 6  |   | 6             | -  | 31  |
|                    | <b>Total</b>   | <b>4</b>                            | <b>111</b>   | <b>32</b>                                | <b>14</b>                               | <b>67</b>     | <b>2</b>                                     | <b>348</b>  |
| <b>2</b>           | <b>Total No. of policies during previous year:</b>   | 17,27,637                           |  |  |   |               |  |   |
| <b>3</b>           | <b>Total No. of claims during previous year:</b>   | 55,132                              |  |  |   |               |  |   |
| <b>4</b>           | <b>Total No. of policies during current year:</b>  | 22,70,146                           |  |  |   |               |  |   |
| <b>5</b>           | <b>Total No. of claims during current year:</b>  | 87,521                              |  |  |   |               |  |   |
| <b>6</b>           | <b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>         | 0.11                                |  |  |   |               |  |   |
| <b>7</b>           | <b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b> | 9.71                                |  |  |   |               |  |   |
| <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  | 2                                   | 100%   | -  | -                                       | 2             | 100%   |   |
| b)                 | 15 - 30 days   | -                                   | 0%   | -  | -                                       | -             | 0%   |   |
| c)                 | 30 - 90 days   | -                                   | 0%   | -  | -                                       | -             | 0%   |   |
| d)                 | 90 days & Beyond   | -                                   | 0%   | -  | -                                       | -             | 0%   |   |
|                    | <b>Total Number of Complaints</b>  | <b>2</b>                            | <b>100%</b>  | <b>0</b>                                 | <b>0</b>                                | <b>2</b>      | <b>100%</b>                                  |   |