

Go Digit General Insurance Limited

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending 30th September 2022

CIN - U66010PN2016PLC167410



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		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claims Related	2	197	28	46	120	5	341
c)	Policy Related	1	25	13	5	8	-	43
d)	Premium Related	-	2	1	-	1	-	2
e)	Refund Related	-	7	1	4	2	-	11
f)	Coverage Related	-	-	-	-	-	-	-
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	1	1	-	1	1	-	3
i)	Others (to be specified)	-	19	9	6	3	1	37
	Total	4	251	52	62	135	6	437
2	Total No. of policies during previous year:	19,27,734						
3	Total No. of claims during previous year:	80,131						
4	Total No. of policies during current year:	25,86,675						
5	Total No. of claims during current year:	1,29,072						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.20						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	15.26						
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	6	100%	-	-	6	100%	
b)	15 - 30 days	-	-	-	-	-	-	
c)	30 - 90 days	-	-	-	-	-	-	
d)	90 days & Beyond	-	-	-	-	-	-	
	Total Number of Complaints	6	100%	-	-	6	100%	

PS Note: Initially in Q1, one complaint was registered in IGMS under "Claims Related" however during processing in Q2, classification has been corrected as "Product Related".