

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 Mar 2023

CIN - U66010PN2016PLC167410



| 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 | - | 3 | 3 | - | - | - | 3 |
| b) | Claims Related | 11 | 240 | 47 | 84 | 120 | - | 811 |
| c) | Policy Related | 6 | 49 | 34 | 13 | 8 | - | 158 |
| d) | Premium Related | - | 2 | 1 | - | 1 | - | 7 |
| e) | Refund Related | - | 11 | 5 | 5 | 1 | - | 28 |
| f) | Coverage Related | 1 | 4 | 2 | 2 | 1 | - | 6 |
| g) | Cover Note Related | - | - | - | - | - | - | |
| h) | Product Related | - | 3 | 1 | - | 2 | - | 8 |
| i) | Others (i) Insurer failed to clarify the queries raised by Insured (ii) Insurer not given no claim bonus | 1 | 19 | 6 | 5 | 9 | - | 82 |
| | Total | 19 | 331 | 99 | 109 | 142 | - | 1,103 |
| 2 | Total No. of policies during previous year: | 23,84,465 | | | | | | |
| 3 | Total No. of claims during previous year: | 96,721 | | | | | | |
| 4 | Total No. of policies during current year: | 29,13,449 | | | | | | |
| 5 | Total No. of claims during current year: | 1,58,935 | | | | | | |
| 6 | Total No. of Policy Complaints (current year) per 10,000 policies (current year): | 0.31 | | | | | | |
| 7 | Total No. of Claim Complaints (current year) per 10,000 claims registered (current year): | 15.10 | | | | | | |
| 8 | Duration wise Pending Status | Complaints made by customers | | | | | | |
| | | Number | Percentage to Pending complaints | Number | Percentage to Pending complaints | Number | Percentage to Pending complaints | |
| a) | Up to 15 days | - | - | - | - | - | - | |
| b) | 15 - 30 days | - | - | - | - | - | - | |
| c) | 30 - 90 days | - | - | - | - | - | - | |
| d) | 90 days & Beyond | - | - | - | - | - | - | |
| | Total Number of Complaints | - | - | - | - | - | - | |