

Go Digit General Insurance Limited

Form NL 41 : Grievance Disposal

For the quarter and period ended 31 Dec 2020

₹ in lakhs

| Sl. No. | Particulars | Opening Balance at the beginning of quarter | Additions during the quarter | Complaints resolved | | | Complaints pending at the end of quarter | Total complaints registered up to the period |
|----------|--------------------------------------|---|------------------------------|---------------------|--------------------|-----------|--|--|
| | | | | Fully accepted | Partially accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| | a. Sales related | - | - | - | - | - | - | - |
| | b. Policy administration related | 12 | 23 | 10 | - | 13 | 1 | 43 |
| | c. Insurance policy coverage related | - | - | - | - | - | - | 3 |
| | d. Claims related | 37 | 45 | 22 | 6 | 17 | - | 126 |
| | e. Others | - | 15 | 9 | - | 6 | - | 27 |
| | Total | 49 | 83 | 41 | 6 | 36 | 1 | 199 |

| | | |
|---|---|-----------|
| 2 | Total number of policies during the previous year | 51,51,681 |
| 3 | Total number of claims during the previous year | 1,63,170 |
| 4 | Total number of policies during the current year | 37,48,567 |
| 5 | Total number of claims during the current year | 45,292 |
| 6 | Total number of policy complaints (current year) per 10,000 policies (current year) | 0.19 |
| 7 | Total number of claim complaints (current year) per 10,000 claims registered (current year) | 27.82 |

Notes -

Total number of claims have been considered as intimated claims

Total number of policy complaints includes other than those reported under "Claims" and "Others"

| Sl. No. | Particulars | Complaints made by customers | Complaints made by intermediaries | Total |
|----------|-------------------------------------|------------------------------|-----------------------------------|----------|
| 8 | Duration-wise pending status | | | |
| | a. Up to 7 days | 0 | - | 0 |
| | b. 7 - 15 days | - | - | - |
| | c. 15 - 30 days | - | - | - |
| | d. 30 - 90 days | - | - | - |
| | e. 90 days and beyond | - | - | - |
| | Total | - | - | - |