

Go Digit General Insurance Limited

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending September 30, 2025

CIN - L66010PN2016PLC167410



h)	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	-	16	8	8		-	17
b)	Claims Related	10	511	129	170	205	17	951
c)	Policy Related	1	133	63	53	12	6	215
d)	Premium Related	-	14	3	11		-	29
e)	Refund Related	2	22	15	6	2	1	35
f)	Coverage Related	-	6		4	2	-	12
g)	Cover Note Related	-	-				-	-
h)	Product Related	-	6	2	3	1	-	10
i)	Others (to be specified) (i)Insurer failed to clarify the queries raised by Insured. (ii)Insurer not given no claim bonus	-	21	8	8	5	-	40
	Total	13	729	228	263	227	24	1,309
2	Total No. of policies during previous year:	1,21,77,315						
3	Total No. of claims during previous year:	9,76,903						
4	Total No. of policies during current year:	7,199,262						
5	Total No. of claims during current year:	528,566						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0.50						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	17.99						
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	24	100%			0	100%	
b)	15 - 30 days							
c)	30 - 90 days							
d)	90 days & Beyond							
	Total Number of Complaints	24	100%	-	-	0	100%	