

**Go Digit General Insurance Limited**

IRDAI Registration No. 158 dated 20 Sep 2017

FORM NL-45-GREIVANCE DISPOSAL

For the quarter and period ending December 31, 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	<b>Complaints made by customers</b>							
a)	Proposal Related	-	4	3	1		-	21
b)	Claims Related	17	718	199	258	249	29	1,669
c)	Policy Related	6	146	90	46	12	4	361
d)	Premium Related	-	9	5	2	2	-	38
e)	Refund Related	1	26	18	8	1	-	61
f)	Coverage Related	-	7	1	3	3	-	19
g)	Cover Note Related	-	-	-	-	-	-	-
h)	Product Related	-	8	2	5	1	-	18
i)	Others (to be specified) (i) Insurer failed to clarify the queries raised by Insured. (ii) Insurer not given no claim bonus	-	93	36	30	25	2	133
	<b>Total</b>	<b>24</b>	<b>1,011</b>	<b>354</b>	<b>353</b>	<b>293</b>	<b>35</b>	<b>2,320</b>
2	<b>Total No. of policies during previous year:</b>	7,199,262						
3	<b>Total No. of claims during previous year:</b>	728,834						
4	<b>Total No. of policies during current year:</b>	12,099,803						
5	<b>Total No. of claims during current year:</b>	822,878						
6	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	0.54						
7	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	20.28						
8	<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	35	100%			0	100%	
b)	15 - 30 days							
c)	30 - 90 days							
d)	90 days & Beyond							
	<b>Total Number of Complaints</b>	<b>35</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>0</b>	<b>100%</b>	