

PERIODIC DISCLOSURES								
Form NL- 41 GRIEVANCE DISPOSAL								
Insurer: ECGC LTD				Date: 05.04.2016				
GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 31.03.2016 DURING THE FINANCIAL YEAR 2015-16								
Sl No	Particulars	Opening Balance * As on beginning of the quarter	Additions during the Quarter	Complaints Resolved/Settled during the quarter			Complaints Pending at the end of the quarter	Total complaints registered upto the quarter
				Fully Accepted	Partially Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	0	0				0	0
b)	Claim	33	126	34	0	63	62	238
c)	Policy Related							
d)	Premium							
e)	Refund							
f)	Coverage		1	1				
g)	Cover Note Related						0	1
h)	Product							
i)	Others							
	Total Number of complaints:	33	127	35	0	63	62	239
2	Total No. of policies during previous year	11,236						
3	Total No. of claims during previous year	879						
4	Total No. of policies during current year	11525						
5	Total No. of claims during current year:	942						
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year):	0						
7	Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):	2537						
8	Duration wise Pending Status		Complaints made by customers	Complaints made by intermediaries				Total
a)	Upto 7 days		14	0				14
b)	7- 15 days		5	0				5
c)	15- 30 days		13	0				13
d)	30 - 90 days		9	0				9
e)	90 days & beyond		21	0				21
	Total Number of complaints		62	0				62
* Opening balance should tally with the closing balance of the previous financial quarter								

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