

## PERIODIC DISCLOSURES

Form NL- 41 GRIEVANCE DISPOSAL

Insurer: Export Credit Guarantee Corporation of India Ltd.

### GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.06.2013 DURING THE FINANCIAL YEAR 2013-14

SI No.	Particulars	Opening Balance * as on being 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 during the financial
				Fully Accepted	Partial Accepted	Rejected		
<b>1</b>	<b>Complaints made by customers</b>							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	50	45	5	0	38	52	45
c)	Policy Related	0	0	0	0	0	0	0
d)	Premium	0	0	0	0	0	0	0
e)	Refund	0	0	0	0	0	0	0
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	0	0	0	0	0	0
	<b>Total Number of complaints:</b>	<b>50</b>	<b>45</b>	<b>5</b>	<b>0</b>	<b>38</b>	<b>52</b>	<b>45</b>

<b>2</b>	Total No. of policies during previous year:	<b>12473</b>
<b>3</b>	Total No. of claims during previous year:	<b>251</b>
<b>4</b>	Total No. of policies during current year:	<b>12940</b>
<b>5</b>	Total No. of claims during current year:	<b>226</b>
<b>6</b>	<b>Total No. of Policy Complaints (current year) per 10,000 policies (current year):</b>	<b>0</b>
<b>7</b>	<b>Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):</b>	<b>1991</b>

<b>8</b>	<b>Duration wise Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>
a)	Upto 7 days	2	0	2
b)	7- 15 days	2	0	2
c)	15- 30 days	4	0	4
d)	30 - 90 days	15	0	15
e)	90 days & beyond	29	0	29
	<b>Total Number of complaints</b>	<b>52</b>	<b>0</b>	<b>52</b>

\* Opening balance should tally with the closing balance of the previous financial year