

| PERIODIC DISCLOSURES | | | | | | | | |
|---|---|--|-------------------------------|-----------------------------|--------------------|-----------|--|--|
| Form NL- 41 GRIEVANCE DISPOSAL | | | | | | | | |
| Insurer: ECGC LTD | | | | Date: 22.07.2016 | | | | |
| GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30.06.2016 DURING THE FINANCIAL YEAR 2016-17 | | | | | | | | |
| SI No. | Particulars | Opening Balance * as on beginning of the quarter | Additions during the Quarter | Complaints Resolved/Settled | | | Complaints Pending at the end of the quarter | Total complaints registered upto the quarter during the financial year |
| | | | | Fully Accepted | Partially Accepted | Rejected | | |
| 1 | Complaints made by customers | | | | | | | |
| a) | Proposal Related | 0 | 0 | | | | 0 | 0 |
| b) | Claim | 62 | 87 | 9 | 0 | 19 | 121 | 87 |
| c) | Policy Related | | | | | | | |
| d) | Premium | | | | | | | |
| e) | Refund | | | | | | | |
| f) | Coverage | | | | | | | |
| g) | Cover Note Related | | | | | | | |
| h) | Product | | | | | | | |
| i) | Others | | | | | | | |
| | Total Number of complaints: | 62 | 87 | 9 | 0 | 19 | 121 | 87 |
| 2 | Total No. of policies during previous year: | 10,993 | | | | | | |
| 3 | Total No. of claims during previous year: | 22 | | | | | | |
| 4 | Total No. of policies during current year: | 10,934 | | | | | | |
| 5 | Total No. of claims during current year: | 87 | | | | | | |
| 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): up to Quarter | 3508.06 | | | | | | |
| 8 | Duration wise Pending Status | Complaints made by customers | made by intermediaries | Total | | | | |
| a) | Upto 7 days | 17 | 0 | 17 | | | | |
| b) | 7- 15 days | 9 | 0 | 9 | | | | |
| c) | 15- 30 days | 12 | 0 | 12 | | | | |
| d) | 30 - 90 days | 37 | 0 | 37 | | | | |
| e) | 90 days & beyond | 46 | 0 | 46 | | | | |
| | Total Number of complaints | 121 | 0 | 121 | | | | |
| | * Opening balance should tally with the closing balance of the previous financial quarter | | | | | | | |