

STAR HEALTH AND ALLIED INSURANCE CO LIMITED

Registration No. and Date of Registration with the IRDA : 129 / 16.Mar.2006

FORM NL-41	Grievance Disposal for the period July 2020 to September 2020					Date	30.09.2020	
INSURER	Star Health and Allied Insurance Co Ltd							
Sl No.	Particulars	Opening Balance At the 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 During The
				Fully Accepted	Partially accepted	Rejected		
1	Complaints made by Customers							
a)	Proposals related	0	9	0	0	8	1	13
b)	Claim	40	689	196	54	391	88	1311
c)	Policy Related	12	54	22	1	34	9	133
d)	Premium	0	14	4	1	8	1	24
e)	Refund	2	9	3	0	6	2	23
f)	coverage	0	2	0	0	2	0	3
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	1	2	0	0	2	1	7
i)	Others	11	72	27	2	45	9	146
	Total number of Complaints	66	851	252	58	496	111	1660
2	Total No. of policies during the period ended 30th September 2019	11,99,010						
3	Total No. of claims during the period ended 30th September 2019	2,98,827						
4	Total No. of policies during the period ended 30th September 2020	2,073,399						
5	Total No. of claims during the period ended 30th September 2020	242,111						
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	0.78						
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	3.32						
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	up to 7 days	45	0	0				
b)	7-15 days	66	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				