

FORM NL-41	Grievance Disposal for the period October 2019 to December 2019						Date	31.12.2019
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 Financial Year
				Fully Accepted	Partially accepted	Rejected		
<b>1</b>	<b>Complaints made by Customers</b>							
a)	Proposals related	1	3	0	0	4	0	7
b)	Claim	196	1813	298	592	904	215	4691
c)	Policy Related	19	247	105	62	81	18	697
d)	Premium	0	1	0	1	0	0	4
e)	Refund	9	52	33	12	5	11	140
f)	coverage	2	1	3	0	0	0	6
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	1	3	1	2	1	0	13
i)	Others	8	72	23	25	24	8	158
	<b>Total number of Complaints</b>	<b>236</b>	<b>2192</b>	<b>463</b>	<b>694</b>	<b>1019</b>	<b>252</b>	<b>5716</b>
<b>2</b>	Total No. of policies during the period ended 31st December 2018	10,42,900						
<b>3</b>	Total No. of claims during the period ended 31st December 2018	2,17,896						
<b>4</b>	Total No. of policies during the period ended 31st December 2019	12,97,213						
<b>5</b>	Total No. of claims during the period ended 31st December 2019	3,10,540						
<b>6</b>	Total No. of policy complaints ( current year) per 10,000 policies( current year)	2.92						
<b>7</b>	Total No. of claim complaints ( current year) per 10,000 policies( current year)	13.98						
<b>8</b>	<b>Duration of Pending Status</b>	<b>Complaints made by customers</b>	<b>Complaints made by intermediaries</b>	<b>Total</b>				
a)	up to 7 days	182	0	0				
b)	7-15 days	70	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				