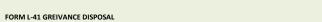
Bharti AXA Life Insurance Company Limited



EVANCE DISPOSAL FOR THE QUARTER ENDING Sent 2019

SI No.		Opening Balance *	Additions during the	Complaints Resolved/ Settled during the		Complaints Pending	Total Complaints registered	
	Particulars	As on begining of the quarter	quarter	Fully Accepted	Partial Accepted	Rejected	at the end of the guarter	upto the quarter during the financial year
1	Complaints made by the customers				riccepted		quarter	imanetal year
a)	Death Claims	0	3			3	0	5
b)	Policy Servicing	0	11	5	3	2	1	27
c)	Proposal Processing	0	12	4	1	6	1	20
d)	Survival Claims	0	9	6	0	2	1	16
e)	ULIP Related	0	8	2	1	5	0	10
f)	Unfair Business Practices	3	1949	580	455	891	26	3672
g)	Others	0	0				0	
	Total Number of complaints:	3	1992	597	460	909	29	3750

2			
	Total No. of policies during the previous year:	167,711	
		107,711	
3	Total No. of claims during the previous year:	1409	
4	Total No. of policies during the current year:	117,770	
5	Total No. of claims during the current year:	777	
6	Total No. of Policy complaints (current year) per 10,000 policies (current year)	318	
7	Total No. of Claim complaints (current year) per 10,000 claims registered (current year)	64	

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 days	28		28
b)	7 - 15 days	1		1
c)	15- 30 days	-		-
d)	30 - 90 days	-		-
e)	90 days & beyond	-		-
	Total Number of complaints:	29	-	29

^{*}Opening balance should tally with the closing of the previous quarter of current financial year

^{*}Only IRDA token numbers are reported in Additions

^{*}Additions exclude the complaints that were identified as 'Incorrect Tagging' at the end of respective months

^{*}Total No. of policies during the previous year :Individual & Group policies Issuance

^{*}Total No. of policies during the current year :Individual & Group policies Issuance

