

STAR HEALTH AND ALLIED INSURANCE CO LIMITED
Registration No. and Date of Registration with the IRDA : 129 / 16.Mar.2006

**PERIODIC DISCLOSURES
GREIVANCE DISPOSAL**

FORM NL-41

Grievance Disposal							Date	30-Sep-18
INSURER		Star Health and Allied Insurance Co Ltd						
SI 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		
1	Complaints Made By Customers							
a)	Proposals Related	0	2	1	0	1	0	5
b)	Claim	138	1216	219	289	698	148	2359
c)	Policy Related	17	129	42	28	61	15	296
d)	Premium	1	9	0	0	10	0	28
e)	Refund	9	69	39	26	3	10	152
f)	Coverage	0	0	0	0	0	0	0
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	1	9	1	1	7	1	21
i)	Others	9	45	15	6	29	4	99
	Total number of Complaints	175	1479	317	350	809	178	2960
2	Total No. of policies during the period ended 30th Sep 2017	1,455,419						
3	Total No. of claims during the period ended 30th Sep 2017	332,089						
4	Total No. of policies during the period ended 30th Sep 2018	1,740,748						
5	Total No. of claims during the period ended 30th Sep 2018	351,832						
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	0.74						
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	6.99						
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	up to 7 days	132	0	132				
b)	7-15 days	46	0	46				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				