

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 FY 2018-19	Date	31.03.2019				
INSURER	Star Health and Allied Insurance Co Ltd						
Sl No.	Particulars	Opening Balance At the	Additions	Complaints Resolved/ settled during the			Complaints pending at the end of
				Fully Accepted	Partially accepted	Rejected	
1	Complaints made by Customers						
a)	Proposals related	0	10	5	0	5	0
b)	Claim	69	4512	791	869	2723	198
c)	Policy Related	11	623	231	132	239	32
d)	Premium	2	31	2	2	29	0
e)	Refund	4	274	167	75	23	13
f)	coverage	0	4	1	2	0	1
g)	cover note relaed	0	0	0	0	0	0
h)	Product	1	36	11	2	24	0
i)	Others	6	192	73	16	99	10
	Total number of Complaints	93	5682	1281	1098	3142	254
2	Total No. of policies during the period ended 31st Mar 2018	3594157					
3	Total No. of claims during the period ended 31st Mar 2018	672162					
4	Total No. of policies during the period ended 31st Mar 2019	4295469					
5	Total No. of claims during the period ended 31st Mar 2019	783966					
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	2.78					
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	10.66					
8	Duration of Pending Status		Complaints made by customers	Complaints made by intermediaries	Total		
a)	up to 7 days		123	0	0		
b)	7-15 days		131	0	0		
c)	15-30 days		0	0	0		
d)	30-90 days		0	0	0		
e)	90 days and beyond		0	0	0		