

**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 October 2020 to December 2020						Date	31.12.2020
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 Financial Year
				Fully Accepted	Partially accepted	Rejected		
<b>1</b>	<b>Complaints made by Customers</b>							
a)	Proposals related	1	1	0	0	2	0	14
b)	Claim	88	906	211	78	619	86	2217
c)	Policy Related	9	52	15	5	37	4	185
d)	Premium	1	10	2	0	7	2	34
e)	Refund	2	9	5	2	3	1	32
f)	coverage	0	2	0	0	0	2	5
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	1	4	0	0	5	0	11
i)	Others	9	95	35	3	60	6	241
	<b>Total number of Complaints</b>	<b>111</b>	<b>1079</b>	<b>268</b>	<b>88</b>	<b>733</b>	<b>101</b>	<b>2739</b>
<b>2</b>	Total No. of policies during the period ended 31st December 2019	33,95,929						
<b>3</b>	Total No. of claims during the period ended 31st December 2019	8,39,058						
<b>4</b>	Total No. of policies during the period ended 31st December 2020	48,89,285						
<b>5</b>	Total No. of claims during the period ended 31st December 2020	7,00,228						
<b>6</b>	Total No. of policy complaints ( current year) per 10,000 policies( current year)	1.07						
<b>7</b>	Total No. of claim complaints ( current year) per 10,000 policies( current year)	4.53						
<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	48	0	0				
b)	7-15 days	53	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				