

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 January 2021 to March 2021					Date	31.03.2021	
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		
1	Complaints made by Customers							
a)	Proposals related	0	6	3	0	3	0	20
b)	Claim	86	1010	244	87	685	80	3227
c)	Policy Related	4	77	29	6	38	8	262
d)	Premium	2	11	3	2	8	0	45
e)	Refund	1	12	5	1	5	2	44
f)	coverage	2	8	2	0	8	0	13
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	0	4	0	0	4	0	15
i)	Others	6	94	30	8	55	7	335
	Total number of Complaints	101	1222	316	104	806	97	3961
2	Total No. of policies during the period ended 31st March 2020	5,058,544						
3	Total No. of claims during the period ended 31st March 2020	1,099,867						
4	Total No. of policies during the period ended 31st March 2021	6,990,335						
5	Total No. of claims during the period ended 31st March 2021	1,047,028						
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	1.05						
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	4.62						
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	up to 7 days	57	0	0				
b)	7-15 days	40	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				