

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 April 2021 to June 2021					Date	30.06.2021
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	6	1	0	4	1	6
b)	Claim	80	1134	308	99	686	121	1134
c)	Policy Related	8	63	27	10	28	6	63
d)	Premium	0	6	3	0	3	0	6
e)	Refund	2	9	3	0	7	1	9
f)	coverage	0	9	3	0	5	1	9
g)	cover note relaed	0	0	0	0	0	0	0
h)	Product	0	5	0	1	2	2	5
i)	Others	7	85	37	7	45	3	85
	Total number of Complaints	97	1317	382	117	780	135	1317
2	Total No. of policies during the period ended 30th June 2020	11,39,163						
3	Total No. of claims during the period ended 30th June 2020	1,34,574						
4	Total No. of policies during the period ended 30th June 2021	15,56,033						
5	Total No. of claims during the period ended 30th June 2021	3,76,770						
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	1.18						
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	7.29						
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total				
a)	up to 7 days	88	0	0				
b)	7-15 days	47	0	0				
c)	15-30 days	0	0	0				
d)	30-90 days	0	0	0				
e)	90 days and beyond	0	0	0				