

Grievance Disposal

INSURER		Star Health and Allied Insurance Co Ltd					
Sl No.	Particulars	Opening Balance At the beginning of the year	Additions during the year	Complaints Resolved/ settled during the year			Complaints pending at the end of the Year
				Fully Accepted	Partially accepted	Rejected	
1	Complaints made by Customers						
a)	Proposals related	1	8	3	2	4	0
b)	Claim	34	2632	188	924	1485	69
c)	Policy Related	16	1247	661	272	319	11
d)	Premium	0	80	3	2	73	2
e)	Refund	5	336	229	98	10	4
f)	coverage	0	2	0	0	2	0
g)	cover note relaed	0	0	0	0	0	0
h)	Product	0	25	5	3	16	1
i)	Others	1	160	38	21	96	6
	Total number of Complaints	57	4490	1127	1322	2005	93
2	Total No. of policies during the period ended 31st Mar 2017	3003424					
3	Total No. of claims during the period ended 31st Mar 2017	456644					
4	Total No. of policies during the period ended 31st Mar 2018	3594157					
5	Total No. of claims during the period ended 31st Mar 2018	672162					
6	Total No. of policy complaints (current year) per 10,000 policies(current year)	3.47					
7	Total No. of claim complaints (current year) per 10,000 policies(current year)	7.32					
8	Duration of Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	up to 7 days	65	0	65			
b)	7-15 days	28	0	28			
c)	15-30 days	0	0	0			
d)	30-90 days	0	0	0			
e)	90 days and beyond	0	0	0			