

FROM NL-45 GRIEVANCE DISPOSAL

Insurer Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)

Date: June 30, 2025



GRIEVANCE DISPOSAL FOR THE PERIOD April 1, 2025 to June 30, 2025 DURING THE FINANCIAL YEAR 2025-26

Sl. No.	Particulars	Opening Balance * As of 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	Partial Accepted	Rejected		
1	Complaints made by the customers							
a)	Proposal Related	0	0	0	0	0	0	0
b)	Claim	0	201	69	9	116	7	201
c)	Policy Related	0	43	33	0	9	1	43
d)	Premium	0	9	0	0	8	1	9
e)	Refund	0	5	4	0	0	1	5
f)	Coverage	0	3	2	0	1	0	3
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	12	8	0	4	0	12
	Total Number of complaints:	0	273	116	9	138	10	273

2	Total No. of policies during previous year:	2817508
3	Total No. of claims during previous year:	732654
4	Total No. of policies during current year:	569681
5	Total No. of claims during current year:	170592
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	1.26
7	Total No. of claim Complaints (current year) per 10,000 claims registered (current year)	11.78

** Total number of claims have been considered as reported claims
No of policies and claims (reported) during previous year are reported for the entire previous FY.

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	9	0	9
b)	7 - 15 days	1	0	1
c)	15 - 30 days	0	0	0
d)	30 - 90 days	0	0	0
e)	90 days & Beyond	0	0	0
	Total No. of complaints	10	0	10

* Opening balance should tally with the closing balance of the previous Quarter