

Insurer Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)
 GRIEVANCE DISPOSAL FOR THE PERIOD July 1, 2025 to September 30, 2025 DURING THE FINANCIAL YEAR 2025-26
Date: **September 30, 2025**

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	7	227	91	12	123	8	428
c)	Policy Related	1	35	22	0	11	3	78
d)	Premium	1	9	2	0	8	0	18
e)	Refund	1	6	6	0	1	0	11
f)	Coverage	0	3	1	0	2	0	6
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	10	4	0	5	1	22
	Total Number of complaints:	10	290	126	12	150	12	563

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:	1190721
5	Total No. of claims during current year:	342379
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	1.13
7	Total No. of claim Complaints (current year) per 10,000 claims registered (current year)	12.50

 ** 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	12	0	12
b)	7 - 15 days	0	0	0
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	12	0	12

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