

FROM NL-45 GRIEVANCE DISPOSAL



Insurer Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)
GRIEVANCE DISPOSAL FOR THE PERIOD **October 1, 2025 to December 31, 2025** DURING THE FINANCIAL YEAR **2025-26**

Date: **December 31, 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	1	0	0	1	0	1
b)	Claim	8	237	75	12	146	12	665
c)	Policy Related	3	25	20	0	7	1	103
d)	Premium	0	7	1	0	6	0	25
e)	Refund	0	5	5	0	0	0	16
f)	Coverage	0	2	1	0	1	0	8
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	1	13	5	1	8	0	35
	Total Number of complaints:	12	290	107	13	169	13	853

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:	1897728
5	Total No. of claims during current year:	500701
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	0.99
7	Total No. of claim Complaints (current year) per 10,000 claims registered (current year)	13.28

*** 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	11	0	11
b)	7 - 15 days	2	0	2
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	13	0	13

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