

FROM NL-45 GRIEVANCE DISPOSAL

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

Date: March 31, 2026

GRIEVANCE DISPOSAL FOR THE PERIOD January 1, 2026 to March 31, 2026 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	1
b)	Claim	12	252	88	12	161	3	917
c)	Policy Related	1	41	32	0	10	0	144
d)	Premium	0	5	0	0	4	1	30
e)	Refund	0	4	4	0	0	0	20
f)	Coverage	0	0	0	0	0	0	8
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	0
i)	Others	0	17	6	0	11	0	52
	Total Number of complaints:	13	319	130	12	186	4	1172

2	Total No. of policies during previous year:	4245678
3	Total No. of claims during previous year:	732654
4	Total No. of policies during current year:	4983806
5	Total No. of claims during current year:	676346
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	0.51
7	Total No. of claim Complaints (current year) per 10,000 claims registered (current year)	13.56

**Total number of claims have been considered as reported claims

**Total number of policies is considered as policies and certificate of insurance (COI) issued during the financial year

8	Duration wise Pending Status	Complaints made by Customers	Complaints made by Intermediaries	Total
a)	Upto 7 days	4	0	4
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	4	0	4

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