

FORM NL-41 GRIEVANCE DISPOSAL

PERIODIC DISCLOSURES



Name of the Insurer: **Hannover Rück SE – India Branch**

Registration No.: **FRB/004**

Date of Registration with the IRDAI : **21st December, 2016**

for period ended 31 March 2019

(Rs in Lakhs)
GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	-	-	-	-	-	-
	a) Sales Related	-	-	-	-	-	-
	b) Policy Administration Related	-	-	-	-	-	-
	c) Insurance Policy Coverage related	-	-	-	-	-	-
	d) Claims related	-	-	-	-	-	-
	e) others	-	-	-	-	-	-
	Total Number	-	-	-	-	-	-

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days	-	-	-
	b) Greater than 15 days	-	-	-
	Total Number	-	-	-

* Opening balance should tally with the closing balance of the previous financial year.