PERIODIC DISCLOSURERS

TATA AIG General Insurance Company Limited

IRDAI Registration No. 108, dated January 22, 2001

FORM NL-45-GREIVANCE DISPOSAL

Date: 30/09/2026

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance	Additions during the quarter (net of duplicate complaints)	Complaints Resolved			Complaints Pending at the end of the quarter	Total Complaints registered up to the quarter during the financial year
				Fully Accepted	Partial Accepted	Rejected		
1	**Complaints made by customers**							
a)	Proposal Related	0	22	2	6	13	1	45
b)	Claims Related	42	1,335	150	641	532	54	2,570
c)	Policy Related	8	274	93	83	91	15	549
d)	Premium Related	0	28	2	9	17	0	66
e)	Refund Related	1	51	17	14	18	3	90
f)	Coverage Related	0	29	4	10	14	1	65
g)	Cover Note Related	0	2	0	0	2	0	4
h)	Product Related	0	21	2	2	16	1	33
i)	Others	6	174	69	56	48	7	323
	Total	**57**	**1,936**	**339**	**821**	**751**	**82**	**3,745**

2	**Total No. of policies during previous year:**	**4,40,44,879**
3	**Total No. of claims during previous year:**	**30,12,462**
4	**Total No. of policies during current year:**	**3,01,42,350**
5	**Total No. of claims during current year:**	**19,63,879**
6	**Total No. of Policy Complaints (current year) per 10,000 policies (current year):**	**0.39**
7	**Total No. of Claim Complaints (current year) per 10,000 claims registered (current year):**	**13.09**

8	**Duration wise Pending Status**	**Complaints made by customers**		**Complaints made by Intermediaries**		**Total**	
		Number	**Percentage to Pending complaints**	**Number**	**Percentage to Pending complaints**	**Number**	**Percentage to Pending complaints**
a)	Up to 15 days	82	100%	0	0	82	100%
b)	15 - 30 days	0	0%	0	0	0	0%
c)	30 - 90 days	0	0%	0	0	0	0%
d)	90 days & Beyond	0	0%	0	0	0	0%
	Total Number of Complaints	**82**	**100%**	**-**	**-**	**82**	**100%**

Note :- (a) Long-Term Policies: Policy counted every year of their duration.
(b) Master Policies: Policy counted at the individual certificate level.