FROM NL-45 GRIEVANCE DISPOSAL

Insurer Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited) Date: **September 30, 2026**

GRIEVANCE DISPOSAL FOR THE PERIOD July **1, 2026 to September 30, 2026** DURING THE FINANCIAL YEAR **2026-27**

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	8	337	114	17	205	9	585
c)	Policy Related	0	23	17	0	5	1	63
d)	Premium	0	3	1	1	1	0	5
e)	Refund	1	6	6	0	1	0	14
f)	Coverage	0	0	0	0	0	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	0	0	0	0	0	2
i)	Others	1	31	19	1	12	0	40
	Total Number of complaints:	**10**	**400**	**157**	**19**	**224**	**10**	**710**

2	**Total No. of policies during previous year:**	**4983806**
3	**Total No. of claims during previous year:**	**676346**
4	**Total No. of policies during current year:**	**2669590**
5	**Total No. of claims during current year:**	**292670**
6	**Total No. of Policy Complaints (current year) per 10,000 policies (current year)**	**0.47**
7	**Total No. of claim Complaints (current year) per 10,000 claims registered (current year)**	**19.99**

**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	10	0	10
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	10	0	10

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