

FROM NL-45 GRIEVANCE DISPOSAL
Insurer Generali Central Insurance Company Limited (Formerly known as Future Generali India Insurance Company Limited)

Date: June 30, 2026

GRIEVANCE DISPOSAL FOR THE PERIOD April 1, 2026 to June 30, 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	0
b)	Claim	3	248	98	5	140	8	248
c)	Policy Related	0	40	26	0	14	0	40
d)	Premium	1	2	2	1	0	0	2
e)	Refund	0	8	3	0	4	1	8
f)	Coverage	0	1	0	0	1	0	1
g)	Cover Note Related	0	0	0	0	0	0	0
h)	Product	0	2	0	0	2	0	2
i)	Others	0	9	2	0	6	1	9
	Total Number of complaints:	4	310	131	6	167	10	310

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:	1335577
5	Total No. of claims during current year:	146303
6	Total No. of Policy Complaints (current year) per 10,000 policies (current year)	0.46
7	Total No. of claim Complaints (current year) per 10,000 claims registered (current year)	16.95

**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