

PERIODIC DISCLOSURES

FORM NL-41 GREIVANCE DISPOSAL

Name of the Insurer: XL Insurance Company SE - India Reinsurance Branch

Registration No. FRB/007

Date of Registration with the IRDAI : 1.02.2017

(Rs in Lakhs)

GRIEVANCE DISPOSAL

Sl No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	Nil					
a)	Sales Related						
b)	Policy Administration Related						
c)	Insurance Policy Coverage related						
d)	Claims related						
e)	others						
d)	Total Number						
2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total			
a)	Less than 15 days	Nil					
b)	Greater than 15 days						
	Total Number						

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