

PERIODIC DISCLOSURES



FORM NL-41 GRIEVANCE DISPOSAL

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 2018

(Rs in Lakhs)  
**GRIEVANCE DISPOSAL**

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

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