

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

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	<b>Complaints made by customers</b>						
	a) Sales Related						
	b) Policy Administration Related						
	c) Insurance Policy Coverage related						
	d) Claims related						
	e) others						
	<b>Total Number</b>						
Nil							

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
	a) Less than 15 days			
	b) Greater than 15 days			
	<b>Total Number</b>			
Nil				

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