



Ref: 90/CA/INSP/NL/APRIL 2011

December 31 2012

2/1/13

Shri Tapan Kumar Singhel
Chief Executive Officer
Bajaj Allianz General Insurance Company Ltd.
GE Plaza, Airport Road, Yerawada,
Pune - 411 006

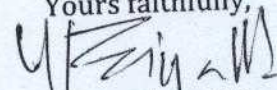
Dear Sir,

Re: General Inspection of complaint pertaining to M/s Bajaj Allianz General Insurance Company Limited - April, 2011; Complainant: Mr.Ritesh Kumar - Complaint No. 442/BAJNL/COMP/09-10 - Motor Insurance Claim under Policy No. OG-09-1101-6014-00010777 - Violation of Regulations 9(1) & Regulation 9(5) of IRDA PPHI Regulations 2002

We draw your attention to your letter of 15.05.2012 in regard to delay in responding to the insured post the claim intimation and also to the delay in making offer of claim settlement in regard to the above complaint. . The competent authority has taken serious note of your company's violation of Regulations 9(1) and (5) of IRDA (PPI) Regulations 2002 in the matter.

While no further charges are pressed for the moment, you are specifically advised to scrupulously adhere to IRDA PPI Regulations 2002 in all matters regarding claims servicing. The competent authority has also directed that systems be put in place in your company to the effect that all claim papers/documents are properly docketed.

The receipt of this letter may be acknowledged.

Yours faithfully,

(Yegnapriya Bharath) 2/1/13
Joint Director