

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th September, 2014

Grievance Disposal For The Period Upto 30th September, 2014 During Financial Year 2014-15

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance as on Beginning of the Quarter	Additions during the quarter	Complaints Resolved / settled during the quarter			Complaints Pending at the end of the quarter	Total No. Of complaint registered during the quarter upto the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-	-	-	-	-	-	-
b)	Claim	377	133	71	-	25	414	293
c)	Policy related	-	15	1	-	14	-	23
d)	Premium	-	-	-	-	-	-	-
e)	Refund	-	-	-	-	-	-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	377	148	72	-	39	414	316

2	Total No. of Policies during Previous Year FY 2013-14	888,814
3	Total No. of Claims during Previous Year FY 2013-14	72,130
4	Total No. of Policies during Current Year	434,134
5	Total No. of Claims during Current Year	43,133
6	Total No. of Policy complaints (Current year) per 10,000 policies (Current year)	0.50
7	Total No. of Claim complaints (Current year) per 10,000 Claims (Current year)	68

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	3	-	3
b)	7 - 15 days	4	-	4
c)	15 - 30 days	6	-	6
d)	30 - 90 days	40	-	40
e)	90 days & Beyond	361	-	361
	Total Number	414	-	414

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