

**PERIODIC DISCLOSURES**

**FORM NL-41: GRIEVANCE DISPOSAL**

Insurer: Universal Somp General Insurance Company Limited

Date : As on June 30, 2016

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th Jun,2016 DURING FINANCIAL YEAR 2016-17

**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  |  |  |
| <b>1</b> | <b>Complaints made by customers</b> |  |                              |  |                  |           |  |  |
| a)       | Proposal Related                    | -  | -                            | -  | -                | -         | -  | -  |
| b)       | Claim                               | -  | 130                          | 98   | -                | 32        | -  | -  |
| c)       | Policy related                      | -  | 16                           | 4  | -                | 12        | -  | -  |
| d)       | Premium                             | -  | -                            | -  | -                | -         | -  | -  |
| e)       | Refund                              | -  | -                            | -  | -                | -         | -  | -  |
| f)       | Coverage                            | -  | -                            | -  | -                | -         | -  | -  |
| g)       | Cover Note related                  | -  | -                            | -  | -                | -         | -  | -  |
| h)       | Product                             | -  | -                            | -  | -                | -         | -  | -  |
| i)       | Others                              | -  | -                            | -  | -                | -         | -  | -  |
|          | <b>Total Number of compliants</b>   | -  | <b>146</b>                   | <b>102</b>                                       | -                | <b>44</b> | -  | -  |

|          |   |           |
|----------|---|-----------|
| <b>2</b> | Total No. of Policies during Previous Year FY 2014-15                           | 1,016,455 |
| <b>3</b> | Total No. of Claims during Previous Year FY 2014-15                             | 111,612   |
| <b>4</b> | Total No. of Policies during Current Year                                       | 241,963   |
| <b>5</b> | Total No. of Claims during Current Year   | 30,219    |
| <b>6</b> | Total No.of Policy complaints (Current year) per 10,000 policies (Current year) | 0.66      |
| <b>7</b> | Total No.of Claim complaints (Current year) per 10,000 Claims (Current year)    | 43        |

| <b>8</b> | <b>Duration wise Pending Status</b> | <b>Complaints made by customers</b> | <b>Complaints made by intermediaries</b> | <b>Total</b> |
|----------|-------------------------------------|-------------------------------------|--|--------------|
| a)       | Upto 7 Days                         | -                                   | -  | -            |
| b)       | 7 - 15 days                         | -                                   | -  | -            |
| c)       | 15 - 30 days                        | -                                   | -  | -            |
| d)       | 30 - 90 days                        | -                                   | -  | -            |
| e)       | 90 days & Beyond                    | -                                   | -  | -            |
|          | <b>Total Number</b>                 | -                                   | -  | -            |

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