

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th June 2010

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers	3					
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	24	24	-	-	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	3	-	-	-	-	3
e)	others	-	1	1	-	-	-
d)	Total Number	3	25	25	-	-	3

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

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