

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 31st Dec 2011

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
1	Complaints made by customers						
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	118	86	-	32	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	32	135	18	-	28	121
e)	others	-	10	8	-	2	-
d)	Total Number	32	263	112	-	62	121

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	1	-	1
b)	Greater than 15 days	120	-	120
	Total Number	121	-	121

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

* **ONE** Complaint from Consumer Forum out of total pending (closing complaints)