

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th June 2012

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	-	75	73	-	2	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	107	48	6	-	15	134
e)	others	-	1	-	-	-	1
d)	Total Number	107	124	79	-	17	135

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	4	-	4
b)	Greater than 15 days	131	-	131
	Total Number	135	-	135

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

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