

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th June 2013

GRIEVANCE DISPOSAL FOR THE PERIOD UPTO 30th June 2013 DURING FINANCIAL YEAR 2013-14

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 complainst registered during the quarter upto the Financial Year
				Fully Accepted	Partial Accepted	Rejected		
1	Complaints made by customers							
a)	Proposal Related	-					-	
b)	Claim	228	59	2		8	277	59
c)	Policy related	-	52	28		22	2	52
d)	Premium	-	-	-	-	-	-	-
e)	Refund						-	-
f)	Coverage	-	-	-	-	-	-	-
g)	Cover Note related	-	-	-	-	-	-	-
h)	Product	-	-	-	-	-	-	-
i)	Others	-	-	-	-	-	-	-
	Total Number of compliants	228	111	30	-	30	279	111

2	Total No. of Policies during Previous Year FY 2012-13	923,924
3	Total No. of Claims during Previous Year FY 2012-13	62,128
4	Total No. of Policies during Current Year	180,855
5	Total No. of Claims during Current Year	17,246
6	Total No. of Policy complaints (Current year) per 10,000 policies (Current year)	3
7	Total No. of Claim complaints (Current year) per 10,000 Claims (Current year)	34

8	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Upto 7 Days	3	-	3
b)	7 - 15 days	9	-	9
c)	15 - 30 days	6	-	6
d)	30 - 90 days	43	-	43
e)	90 days & Beyond	218	-	218
	Total Number	279	-	279

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

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