

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 31st March 2010

(Rs in Lakhs)

GRIEVANCE DISPOSAL

Sl 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	-	251	251	-	-	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	-	55	49	-	-	6
e)	others	-	26	26	-	-	-
d)	Total Number	-	332	326	-	-	6

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	2	-	2
b)	Greater than 15 days	4	-	4
	Total Number	6	-	6

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