

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th September' 2010

GRIEVANCE DISPOSAL

SI No.	Particulars	Opening Balance *	Additions	Complaints Resolved			Complaints Pending
				Fully Accepted	Partial Accepted	Rejected	
<b>1</b>	<b>Complaints made by customers</b>						
a)	Sales Related	-	-	-	-	-	-
b)	Policy Administration Related	-	31	31	-	-	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	6	26	27	-	-	5
e)	others	-	5	4	-	-	1
d)	<b>Total Number</b>	<b>6</b>	<b>62</b>	<b>62</b>	<b>-</b>	<b>-</b>	<b>6</b>

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

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