

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 31st Dec. 2010

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	-	71	71	-	-	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	6	74	33	-	26	21
e)	others	-	4	4	-	-	-
d)	Total Number	6	149	108	-	26	21

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	-	-	-
b)	Greater than 15 days	21	-	21
	Total Number	21	-	21

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