

PERIODIC DISCLOSURES

FORM NL-41: GRIEVANCE DISPOSAL

Insurer: Universal Sompo General Insurance Company Limited

Date : As on 30th SEPT 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	-	174	172	-	2	-
c)	Insurance Policy Coverage related	-	-	-	-	-	-
d)	Claims related	107	112	22	4	38	155
e)	others	-	1	1	-	-	-
d)	Total Number	107	287	195	4	40	155

2	Duration wise Pending Status	Complaints made by customers	Complaints made by intermediaries	Total
a)	Less than 15 days	15	-	15
b)	Greater than 15 days	140	-	140
	Total Number	155	-	155

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

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